



Michigan Reemployment Services Initiative
PERFORMANCE REPORT
Program Year 2005

Bureau of Workforce Programs
Michigan Department of Labor & Economic Growth

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Reemployment Services Initiative Program Year 2005

Executive Summary

PURPOSE

The purpose of this report is three-fold: (1) to illustrate whether Michigan's twenty-five Michigan Works! Agencies (MWAs) met their Reemployment Services Initiatives (RSI) goals for Program Year (PY) 2005; (2) to report on the various procedures used by the twenty-five MWAs to help Unemployment Insurance (UI) claimants obtain jobs (3) to provide success stories that reflect how reemployment services improved the lives of former UI claimants. The targeted population for the Reemployment Services Initiative (RSI) consists of UI claimants profiled by the Unemployment Insurance Agency (UIA) as most likely to exhaust their Unemployment Insurance benefits before finding a job. The report that follows is designed to address the following major questions:

- Who did the RSI serve?
- How did the RSI grantees serve the program participants?
- What were the RSI goals?
- What were the outcomes?
- What were some of the success stories?

BACKGROUND

The Worker Profiling and Reemployment Services (WPRS) Policy Workgroup was established in January 1998 to examine the WPRS system and to provide recommendations to make the system more effective. This workgroup made seven recommendations in their final report concerning the future direction of the WPRS system. These recommendations were aimed at improving reemployment services to dislocated workers in order to allow them to find new jobs quickly at wages comparable to their prior wages. The recommendations touched upon such topics as profiling models, how to profile, who and when to refer to reemployment services, which services and how many services to provide, program linkages, and reporting.

The RSI grant from the U.S. Department of Labor-Employment and Training Administration (USDOL-ETA) is intended to supplement Wagner-Peyser Employment Service funding. RSI funds are provided by USDOL to facilitate significant increases in Job Search Activities, Entered Employment, and Retained Employment for UI claimants from targeted declining industries and occupations and for profiled UI claimants.

In partnership with the UIA, the Michigan Bureau of Workforce Programs (BWP) has incorporated three of the WPRS Policy Workgroups' recommendations as requirements for RSI grant recipients. The three recommendations are as follows:

1. States should ensure that the WPRS selection pool is limited to those claimants who are most likely to exhaust UI benefits and should accelerate their profiling and referral

process to be certain that those individuals identified as likely to exhaust UI benefits and referred to reemployment services truly receive early intervention assistance.

2. States should continually evaluate the reemployment services provided to profiled and referred claimants and seek to improve those services by ensuring that these individuals are provided with an orientation and assessment and complete individual service plans to ensure that they receive services tailored to their individual needs.
3. For WPRS purposes and as part of the One-Stop initiative, operational linkages between Wagner-Peyser Act, WIA Title I, and UI programs should be further strengthened. The organizations responsible for operating these three programs should work closely together in the profiling and referral process, the provision of reemployment services, and the implementation of communications and feedback systems.

INTRODUCTION

The Michigan Department of Labor and Economic Growth-Bureau of Workforce Programs (DLEG-BWP) received a Wagner-Peyser Reemployment Services Grant from USDOL-ETA to provide intensive reemployment services early in UI claimants' experience of unemployment. The BWP distributed \$1, 386,300 dollars to twenty-five Workforce Development Boards (WDBs), with the expectation that the MWA service centers would continue to build upon the successes of the PY 2004 Reemployment Services Initiative. All twenty-five WDBs participated in the RSI during PY 2005.

The goals for the PY 2005 RSI were fourfold: (1) MWAs were required to facilitate a three percent increase in Job Search Activities. (2) Fifty-eight percent (58%) of UI claimants registered with the public labor exchange would enter employment by the end of the second quarter following registration. (3) Seventy-two percent (72%) of the UI claimants who entered employment would continue to be employed two quarters after initial entry into employment, and (4) All MWAs would submit two examples of RSI success stories for PY 2005.

The BWP released a policy issuance to the MWAs with instructions for implementing PY 2005 RSI programs and requested the submission of program plans. After approving the RSI plans, the BWP issued reemployment services grants to the MWAs. In compliance with the state policy, each MWA's plan identified its program goals for core reemployment services and stated that emphasis would be placed on providing as many job search workshops and as much one-on-one resume assistance as the available resources permitted.

TARGETED CLAIMANTS

MWAs were expected to provide timely reemployment services to claimants profiled by the UIA as likely to exhaust their UI benefits before finding work.

PARTICIPATING MICHIGAN WORKS! AGENCIES

The following is a list of the MWAs that participated in the PY 2005 RSI:

- Area Community Services Employment and Training (ACSET) Council
- Berrien-Cass-Van Buren Michigan Works!
- Calhoun Intermediate School District
- Capital Area Michigan Works!
- Career Alliance, Inc.
- Central Area Michigan Works! Consortium
- City of Detroit Employment and Training Department
- Eastern Upper Peninsula Michigan Works!
- The Job Force Board/Six County Employment Alliance
- Livingston County Michigan Works!
- Kalamazoo-St. Joseph Michigan Works!
- Macomb-St. Clair Workforce Development Board, Inc.
- Muskegon-Oceana Consortium
- Northeast Michigan Consortium
- Northwest Michigan Council of Governments
- Oakland County Michigan Works! Workforce Development Division
- Ottawa County Michigan Works! Community Action Agency
- Michigan Works! Region 7B Employment and Training Consortium
- Saginaw-Midland-Bay Michigan Works!
- Southeast Michigan Community Alliance (SEMCA) Michigan Works!
- South Central Michigan Works!
- Thumb Area Michigan Works! Employment Training Consortium
- Washtenaw County Workforce Development Board / Employment Training and Community Services Group
- Michigan Works! West Central
- Western Upper Peninsula Michigan Works!

REEMPLOYMENT SERVICES

There are six services that make up the core set of mandatory reemployment services:

- Job Search Planning
- Job Search Workshop
- Employment Testing
- Job Development
- Career Guidance
- Resume Writing Assistance

PROGRAM GOALS

DLEG-BWP established the following goals for PY 2005:

- A three percent (3%) increase in Job Search Activities over the MWAs' PY 2004 total
- An increase in the number of Job Search Workshops provided by the MWAs. MWAs were instructed to conduct at least one job search workshop per week, depending upon

the availability of resources. MWAs were instructed to include interviewing skills and one-on-one resume assistance as components of the workshops.

- An increase in the amount of one-on-one resume assistance provided by the MWAs
- Fifty-eight percent (58%) of UI claimants registered with the public labor exchange would enter employment by the end of the second quarter following registration.
- Seventy-two percent (72%) of the UI claimants who entered employment would continue to be employed two quarters after initial entry into employment
- The submission of RSI success stories which included the following information:
 - Job title before receiving UI benefits
 - Hourly wage/salary before receiving UI benefits
 - Job title after receiving reemployment services
 - Hourly wage/salary pay after receiving reemployment services
 - Identification of the reemployment services that helped the claimant find a job
 - The claimant's layoff or separation date and the return to work date with the new employer (optional).

MWAs were instructed to use its RSI funds to provide one-on-one resume assistance and as many job search workshops to UI claimants as their resources would permit. The following criteria were established for resumes:

- Complete and accurate contact information
- No spelling or grammatical errors
- Contains a statement of the employment objective that is appropriate to the employment being sought
- No references to age, marital status, children, or disabilities
- Complete and accurate information about educational background, including degrees, professional certifications, etc.
- Includes a work history that focuses positively on past accomplishments
- Includes any additional training, computer skills, or foreign languages skills
- Uses positive, action words to describe past accomplishments

The job search workshops were to include an interviewing skills component. Suggested workshops topics included:

- Practice questions
- Mock interviews
- How to identify one's transferable skills
- Team practice sessions
- Videotaping and analysis of practice interviews
- Appropriate interview attire

REEMPLOYMENT SERVICES PROCEDURES

The MWAs all followed the same procedure in providing reemployment services to UI claimants:

1. The UI claimant entered his or her resume into the Michigan Talent Bank (MTB). Entering a resume into the MTB signifies that the claimant is seeking employment and is registered for work.
2. MWA staff identified profiled claimants and entered a code in the One-Stop Management Information System.
3. Claimants were scheduled for a required information meeting covering the various reemployment services and training programs provided by the One-Stop Service Center.
4. Claimants were scheduled to meet with a staff person to develop an Individual Service Strategy (ISS). The ISS is a customized career strategy designed to identify which reemployment and other services will most benefit the individual claimant.

OUTCOMES

From the data collected, the outcomes for the PY 2005 RSI were as follows:

- All twenty-five MWAs participated in the PY 2005 RSI.
- All but two MWAs exceeded their Job Search Activity goals.
- There was an overall increase of 37.6 percent increase in resume assistance and a 42.5 percent increase in the number of Job Search Workshops conducted by MWAs.
- The MWAs submitted a total of 50 success stories.

PROGRAM CONCLUSION

The Reemployment Services Initiative has been a great success in Michigan. A comparison of Job Search Activity and Entered Employment results between PY 2002, the first year of the RSI, and PY 2005 shows an increase of 1,352% in Job Search Activities and an increase of 4,398% in Entered Employments. Much of this increase is due to improvements in the One-Stop Management Information System (OSMIS), which now permits claimants to self-register for mediated services. The additional resources and focus on reemployment services for UI claimants provided by this initiative also played a role in generating this increase.

**Reemployment Services
Performance Report
PY 2005**

REEMPLOYMENT SERVICES PERFORMANCE REPORT FOR PY 2005

I. PURPOSE

The purpose of this report is three-fold: (1) to illustrate whether MWAs met their RSI goals for PY 2005; (2) to report on the various procedures used by the twenty-five MWAs to help UI claimants obtain jobs (3) to provide success stories that reflect how reemployment services improved the lives of former UI claimants. The targeted population for the RSI consists of UI claimants profiled by the UIA as most likely to exhaust their UI benefits before finding a job.

II. BACKGROUND

The Worker Profiling and Reemployment Services (WPRS) Policy Workgroup was established in January 1998 to examine the WPRS system and to provide recommendations to make the system more effective. This workgroup made seven recommendations in their final report concerning the future direction of the WPRS system. These recommendations were aimed at improving reemployment services to dislocated workers in order to allow them to find new jobs quickly at wages comparable to their prior wages. The recommendations touched upon such topics as profiling models, how to profile, who and when to refer to reemployment services, which services and how many services to provide, program linkages, and reporting.

The RSI grant from the USDOL-ETA is intended to supplement Wagner-Peyser Employment Service funding. RSI funds are provided by USDOL to facilitate significant increases in Job Search Activities, Entered Employment, and Retained Employment for UI claimants from targeted declining industries and occupations and for profiled UI claimants.

In partnership with the UIA, the BWP has incorporated three of the WPRS Policy Workgroups' recommendations as requirements for RSI grant recipients. The three recommendations are as follows:

1. States should ensure that the WPRS selection pool is limited to those claimants who are most likely to exhaust UI benefits and should accelerate their profiling and referral process to be certain that those individuals identified as likely to exhaust UI benefits and referred to reemployment services truly receive early intervention assistance.
2. States should continually evaluate the reemployment services provided to profiled and referred claimants and seek to improve those services by ensuring that these individuals are provided with an orientation and assessment and complete individual service plans to ensure that they receive services tailored to their individual needs.
3. For WPRS purposes and as part of the One-Stop initiative, operational linkages between Wagner-Peyser Act, WIA Title I, and UI programs should be further strengthened. The organizations responsible for operating these three programs should work closely together in the profiling and referral process, the provision of reemployment services, and the implementation of communications and feedback systems.

III. INTRODUCTION

DLEG-BWP received a Wagner-Peyser Reemployment Services Grant from USDOL-ETA to provide intensive reemployment services early in the UI claimant's experience of unemployment. The BWP distributed \$1, 386,300 dollars to twenty-five WDBs, with the expectation that MWA service centers would continue to build upon the successes of the PY 2004 RSI. All twenty-five WDBs participated in the RSI during PY 2005.

Five goals were established for the PY 2005 RSI: (1) MWAs were required to facilitate a three percent increase in Job Search Activities. (2) MWAs would provide at least one Job Search Workshop per week, resources permitting, and increase the amount of one-on-one resume assistance that they offered to UI claimants. (3) Fifty-eight percent (58%) of UI claimants registered with the public labor exchange would enter employment by the end of the second quarter following registration. (4) Seventy-two percent (72%) of the UI claimants who entered employment would continue to be employed two quarters after initial entry into employment, and (5) All MWAs would submit two examples of RSI success stories for PY 2005.

The BWP released a policy issuance to the MWAs with instructions for implementing PY 2005 RSI programs and requested the submission of program plans. After approving the RSI plans, the BWP issued reemployment services grants to the MWAs. In compliance with the state policy, each MWA's plan identified its program goals for core reemployment services and stated that emphasis would be placed on providing as many job search workshops and as much one-on-one resume assistance as the available resources permitted.

IV. WHO DID THE RSI SERVE?

MWAs were expected to provide timely reemployment services to claimants profiled by the UIA as likely to exhaust their UI benefits before finding work.

V. HOW DID THE RSI GRANTEEES SERVE THE PROGRAM PARTICIPANTS?

INCREASED CAPACITY

To achieve their RSI goals, most MWAs increased their capacity to serve UI claimants by providing more job seekers with staff assisted services.

Table 1, which is included in Attachment A, compares the number of staff-assisted services provided to jobseekers in PY 2004 and PY 2005 by twenty-two MWAs. Three MWAs were excluded from the comparison because they did not participate in the RSI program during PY 2004. Three of the participating MWAs increased their staff-assisted services by more than one hundred percent in PY 2005. Livingston County Michigan Works! realized the largest increase with 171.5 percent. Central Area Michigan Works! Consortium posted a 123.3 percent increase, and Calhoun ISD increased staff-assisted services by 114.7 percent. Two MWAs failed to exceed their PY 2004 total for staff-assisted services, South Central at -3.9 percent and Washtenaw at -7.4 percent below PY 2004 levels. Overall, there was an average increase of 62.3 percent in staff assistances for the MWAs.

IDENTIFICATION AND ORIENTATION PROCEDURES

UI claimants were required to register for work by entering a resume in the MTB. The MTB is an electronic, self-service labor exchange system that contains job seekers' resumes and employers' job openings. Job seekers search the MTB for jobs, and employers search the MTB for qualified employees. UI claimants from targeted industries and occupations were identified during the MTB registration process and informed of their eligibility for reemployment services. Profiled UI claimants were selected from the profiling lists sent to each MWA on a weekly basis by the UIA. Due to new procedures implemented during PY 2004, UI claimants typically self-registered for mediated services at the same time that they posted their resume on the MTB.

Selected claimants were required to participate in a group or individual orientation session aimed at introducing them to the available reemployment services. At the orientation system, claimants were able to select the services that would be most beneficial to them in their job search. After the orientation, an MWA service provider met with the claimants to develop an individual Service Strategy (ISS). The ISS is a customized service strategy designed to fit each UI claimant's need for intensive reemployment services.

SERVICES PROVIDED

Based on the ISS that were developed, some or all of the six core reemployment services were provided to the targeted UI claimants. The core reemployment services that are offered by the MWAs are:

Job Search Planning: A job search plan outlines a series of actions designed to lead to employment. Job Search Plans include the steps necessary and the timetables required to obtain employment in a specific occupation, industry, or geographic area. Job Search Plans also specify the employment and training services that the job seeker needs in order to obtain a job.

Job Search Workshop: A Job Search Workshop is a short, 1–3 day seminar designed to provide participants with knowledge that will enable them to find jobs. Subjects covered include labor market information, application completion, resume writing, interviewing techniques, job lead identification, and other topics, as appropriate.

Employment Testing: Only BWP endorsed tests are used for assessment testing. The endorsed instruments are the O*NET assessments, Work Keys, and the Test of Adult Basic Education (TABE).

Job Development: Job development contacts are made by telephone or in person with a specific public or private employer. Job development is an attempt to solicit a job interview for a specific job for a specific applicant for whom there is no suitable job listing in The MTB.

Career Guidance: Career guidance is the provision of information, materials, suggestions, or services that are intended to assist the claimant in making occupation or career decisions.

Resume Writing Assistance: Resume writing assistance consists of providing instructions to job seekers on the content and format of resumes and cover letters and assisting job seekers to

develop resumes and cover letters.

VI. WHAT WERE THE RSI GOALS?

DLEG-BWP established the following goals for the PY 2005 RSI:

- An increase in job search activities by a minimum of 3% over PY 2004 totals.
- An increase in the amount of one-on-one resume assistance provided by the MWAs
- An increase in the number of Job Search Workshops provided by MWAs. MWAs were instructed to conduct at least one job search workshop per week, depending upon the availability of resources. MWAs were instructed to include interviewing skills and one-on-one resume assistance as components of the workshops.
- A fifty-eight percent Entered Employment rate for all MWAs
- A seventy-two percent Retained Employment rate for all MWAs
- Submission of two RSI success stories

VII. WHAT WERE THE OUTCOMES?

The following tables illustrate the success of the PY 2005 RSI in meeting its goals.

Goal 1: Increase Job Search Activities by a minimum of three percent (3%) over PY 2004.

Table 2, which is included in Attachment A, provides a comparison of the number of job search activities conducted by job seekers in MWAs in PY 2004 and PY 2005. Twenty-three of the twenty-five participating MWAs reported a significant increase in job search activities in PY 2005. Calhoun Intermediate School District (ISD) posted the biggest increase with 113.4 percent increase over their PY 2004 results. Only two MWAs, South Central and Washtenaw, failed to exceed their previous year's totals. Overall, there was a 60.7% average increase in job search activities in Michigan during PY 2005.

Table 3, which is included in Attachment A, indicates that all but two of the twenty-five MWAs exceeded their established Job Search Activity performance goals for PY 2005. The Livingston County MWA exceeded their goal by the greatest percentage at 452.4%. Two MWAs, the South Central MWA and the Western Upper Peninsula MWA, failed to meet their goals for Job Search Activities. South Central made 84.9% of their goal, and Western Upper Peninsula MWA made 96.6% of their goal. The overall average for the State of Michigan was 204.7% of the established goal for Job Search Activities. The exceptional performance of the MWAs in meeting their Job Search Activity goals is due, in part, to improvements in OSMIS, the state's service-reporting database.

Goal 2: Increase the quantity of one-on-one resume assistance provided by the MWAs.

Goal 3: Increase the number of Job Search Workshops provided by the MWAs to at least one per week, or as often as possible, depending upon the availability of resources.

Table 4, which is included in Attachment A, compares PY 2004 and PY 2005 results for Resume Assistance and Job Search Workshops from the State of Michigan Customer Planning Summary data. The total number of staff assistances for job seekers' resume preparation was 166,644. The planned outcome for PY 2005 was 111,337 assistances. The actual outcome is 37.6 percent above the planned outcome. The planned year-to-date outcome for Job Search Workshops was 13,588. The actual year-to-date outcome of 23,423 is 42.5 percent above the planned outcome. Eighteen MWAs provided significantly more resume assistance in PY 2005 than they did in PY 2004. Seven MWAs performed below their PY 2004 outcomes. The Oakland County MWA, with a 1,303.5% increase, had the greatest increase in resume assistance. The Job Force Six Counties MWA had the biggest decrease at -67.9 percent. Overall, resume assistance increased by 37.6 percent over PY 2004 totals.

Significantly more Job Search Workshops were also provided by MWAs in PY 2005 than in PY 2004. Seventeen MWAs exceeded their PY 2004 totals for Job Search Workshops, while eight MWAs provided fewer workshops than in the previous year. The Region 7B MWA had the greatest increase at 511.1%. The Western Upper Peninsula MWA had the greatest decline in service, with -86.2 percent. Overall, MWAs provided 42.5 percent more job search workshops to UI claimants than they did in PY 2004.

Goal 4: Fifty-eight percent of UI claimants registered with the public labor exchange will enter employment by the end of the second quarter following registration.

Table 5, which is included in Attachment A, uses previous outcomes from the 9002 Report to project the likely entered employment results for PY 2005. It lists the number of UI claimants registered with the public labor exchange in each region who entered employment by the end of the second quarter following registration. Based on the projections, all but three MWAs met or exceeded the PY 2005 RSI goal of fifty-eight percent entered employment. Two MWAs, Ottawa County Michigan Works! and The Muskegon-Oceana Consortium, achieved a 69 percent Entered Employment rate. The average Entered Employment rate for the State of Michigan was 66.2 percent.

Goal 5: Seventy-two percent of the UI claimants who entered employment will continue to be employed two quarters after initial entry into employment.

Table 6, which is included in Attachment A, uses previous outcomes from the 9002 Report to project the likely retained employment results for PY 2005. It lists the number of UI claimants registered with the public labor exchange in each region who continued to be employed two quarters after initial entry into employment. Based on the projections, all MWAs met or exceeded the PY 2005 RSI goal of seventy-two percent Entered Employment. The Area Community Services Employment and Training Council (ACSET) achieved a Retained Employment rate of 87 percent, the highest in the state. The average Retained Employment rate for the State of Michigan was 82.8 percent.

Goal 6: Submit two RSI success stories.

MWAs submitted a total of 50 success stories for the PY 2005 RSI. These success stories reveal the ability MWAs to deliver the right combination of employment services to UI claimants to help them achieve employment. The success stories included the following information:

- Job title before receiving UI benefits
- Hourly wage/salary before receiving UI benefits
- Job title after receiving reemployment services
- Hourly wage/salary pay after receiving reemployment services
- Identification of the reemployment services that helped the claimant find a job
- The claimant's layoff or separation date and the return to work date with the new employer (optional).

Table 7, which is included in Attachment A, compares the jobs and salaries obtained by the 51 claimants, including the percentage of salary change between their wages in their previous job and their wages after receiving reemployment services. Claimants are listed in the order of greatest pay increase to greatest pay reduction. This doesn't tell the entire story, however. In some cases, the pay reductions were the result of claimants switching to new careers with better future outlooks, although they started out at a lower rate of pay. The success story results break down as follows:

- Thirty-two job seekers received a pay increase in their new jobs, ranging from four percent to 120 percent.
- Thirteen job seekers took a pay reduction, ranging from minus three percent to minus thirty-six percent.
- Seven of the job seekers had experienced long-term unemployment -- 14 months to two years, 7 months -- so no comparison between their previous and their current wage was available.
- Five job seekers retained the same wages in their new job as they received in their previous employment.
- Half of the success stories reflect that the MWAs integrated the RSI program with their One-Stop Services Center partner programs to provide to seamless service to job seekers.
- Twenty job seekers used the opportunity to take specialized schooling or training (truck driving, nurse's aide, etc.) for an average time of six months to a year to make a change to a genuine career with a higher salary.
- Eleven of the job seekers who were making less money at the new job than at the former one were now in situations that had more room for learning skills and receiving promotions than their previous jobs.

Pay rates for the new positions ranged from \$9.00 to \$28.50 per hour.

VIII. WHAT WERE SOME OF THE SUCCESS STORIES?

The narratives on the following pages were submitted by some of the MWAs that participated in the PY 2005 RSI. These success stories describe the positive outcomes that resulted for Unemployment claimants as a result of their participation in reemployment services.

Additionally, three MWAs submitted stories, with the required USDOL authorization releases and photographs, to the USDOL Office of Performance and Technology (PROTECH) to be considered for inclusion in the DOL 2005 Fiscal Year Annual Performance and Accountability Report (APAR).

One of the special success stories is the story of Shawn Sembach who came through the Livingston County MWA in May 2005. Shawn had recently lost his position as a copier repair technician with IKON Office Solutions where he was earning \$14.14 hourly, or \$38,000.00 a year. Already in possession of a CDL (B) with HAZMAT endorsement driver's license, which qualified him to drive straight trucks, dump trucks, school buses, and motor coaches, with special training to drive carrying hazardous materials, he decided to pursue his driving career.

Shawn's focus was clear and dedicated because in only five months, one of the shortest durations of unemployment among all of the reported success stories, he landed a job that paid him \$75,000.00 annually for doing what he loves, a 97% increase over his previous salary.

Shawn's success story, as well as the other success stories that were written and submitted by the MWAs, may be viewed on the following pages.

**Reemployment Services Initiative
Success Stories**



Area Community Services Employment and Training (ACSET) Council

PY 2005 Reemployment Services Initiative Success Story

Greg MacDonald

Mr. Gregory MacDonald was a Gluing Machine Operator at Wynalda's Litho Incorporated from March - August 2005. This employer was a non-union employer and his wage, at the time of his departure, was \$10.00 hourly.

Greg participated in a Reemployment Session on September 23, 2005 and received resume and interviewing assistance during that session. These services were very helpful to him as he sought his next position. Greg stated that the presenter at the session gave encouragement and was genuinely concerned for the participants and what they were going through in their job search. The information and confidence gained at the session aided him in obtaining his new position.

On October 7, 2005, Greg began a new position at Extruded Aluminum Corporation, a UAW participant, as a Stretcher Machine Operator at \$12.52 hourly. The position offers better benefits, training, and advancement opportunities than his previous employer. Greg is pleased with his new employer, as he feels that they care about their employees, and he enjoys the people with whom he works.

Greg would recommend Michigan Works! services to anyone who is seeking a new employment opportunity!



Area Community Services Employment and Training (ACSET) Council PY 2005 Reemployment Services Initiative Success Story

Maureen Rhowmine

Maureen Rhowmine voluntarily participated in a Reemployment Session for selected UI claimants on March 15, 2006 at the Sheldon Complex, one of the Kent County Michigan Works! offices. She admitted that, when she received the letter to attend, she was apprehensive, thinking that she knew everything she needed to know to obtain a job in today's job market, given her age and strong employment history. However, she thought she would attend a portion of the day's presentation, just to see what it was all about. Maureen had even commented to her husband that she would be home long before the anticipated ending time of the session, which was to last from 10:00am to 4:00 pm. Looking back, she exclaimed that she was amazed at the information that she lacked on the subjects addressed. She found the session fascinating and regarded the day, in its entirety, as time well spent. She ended up staying all day, even though, being a volunteer participant; she was under no obligation to do so.

She received information on improving her current Talent Bank resume, formatting a professional resume, and interviewing skills assistance during the session. Maureen stated that the session provided specific examples to assist the job seeker with effective techniques in selling their skills to a perspective employer. The information and confidence gained at the session aided her in relaying appropriate information during the interviewing process for her new position. Knowing that the job market is tight, helpful tips on how to address issues of concern, from an employer's perspective, helped her to establish positive statements surrounding the issue of age, as she is a mature worker.

Maureen had been an office manager at a car dealership for about 10 years prior to her latest lay off from Benefit Management Company after approximately one year of service. Upon her departure from her most recent employer, she was earning \$12.50 an hour.

On April 4, 2006, Maureen began her new exciting position at Courtesy Dodge, in Grand Rapids, as a 5 Star Administrator, at \$12.00 hourly, plus commission, with the potential of \$30,000 + annually. Her accounting and computer skills coupled with her good humor and engaging personality made her a natural fit for the position. This new position offers benefits, to begin in July, freedom and encouragement to learn, use, and improve skills to enhance company growth. Maureen brings accounting experience that is utilized in scheduling and tracking dealer trades. She has taught herself the mail merge process on Word and Excel and uses it frequently to complete business transactions. New opportunities to learn and use Photoshop, Microsoft Publisher 2003, and other software, have allowed her to participate in the design and creation of new company letterhead, flyers and other color publications. Her employers are delighted with her willingness to take on any project, and feel confident that quality outcomes will result.

Maureen is delighted with her new position and employer, and enjoys the people with whom she works because of the flexibility and sense of humor shared by all, as well as the high moral standard and level of integrity demonstrated and evident in daily company practice.

Maureen feels that the information gained at the session was extremely helpful and she would, without hesitation, “recommend Michigan Works! services to anyone who is seeking a new employment opportunity”.



Berrien – Cass – Van Buren Michigan Works

PY 2005 Reemployment Services Initiative Success Story

Bruce Huss

Bruce Huss had been self-employed providing maintenance services as an independent contractor to his employer for over five years. In June of 2005, Bruce was physically assaulted from behind by an unknown party while at work. As a result, he suffered a very serious head injury that placed him into intensive care. Because he was self-employed, he did not have medical insurance or workman's compensation through his employer, and found himself in the position of having to rely solely on his personal financial resources to fund his treatment.

Following his release from the hospital, Bruce suffered seizures, which made it impossible to become reemployed. His former employer was unsympathetic, and refused requests for assistance with his medical bills. As a result, he eventually was forced to sell his home and became solely reliant upon relatives for shelter and support.

However, by December of 2005, while still under the care of his physician, he was cleared to return to work. Bruce came to the Niles office of Michigan Works seeking help.

With the assistance of the Niles ES staff, Cheryl Masterman, Bruce posted his resume on the MTB, and began his job search, coming into the Niles office frequently to utilize the MTB. He also completed a welcome packet and was referred to Barbara Burkett, the Niles WIA Adult case manager for more intensive services.

Bruce attended the WIA Adult new client orientation, and was provided with information regarding the WIA services available to him, and assistance with becoming enrolled. Once enrolled, Ms. Burkett referred Bruce to job club workshops to assist him with developing his résumé and interviewing skills. Ms. Burkett also worked with him one-on-one to further develop his interviewing skills, develop cover letters, utilize the MTB, and at times, just to offer support and encouragement.

Bruce's determination, courage, enthusiasm, and great work ethic soon made him an individual that the staff at Michigan Works admired. Cheryl Masterman and her supervisor, Chris Fielding, joined his case manager in providing job leads and advocacy with employers. When a maintenance position at the Palisades Nuclear plant located near South Haven, MI became available, Ms. Burkett referred him to place his application, and with the assistance of Chris Fielding, Bruce was among the first candidates to be selected for contractual employment.

Bruce attended the orientation required by the employer, Consumers Power, and scored at the top of his class on his written tests. Bruce was hired and became part of the maintenance team at Palisades in March of 2006, only three months after seeking services through Michigan Works. After only a few weeks on the job, his skills have drawn the attention of his employer, and Bruce reports he's been offered the opportunity to become a permanent employee as a team leader or maintenance mechanic for Consumers Power, and that he was also recently asked to submit his resume for permanent positions with Westinghouse and R&S Enterprises.

Bruce indicates that with the assistance of Michigan Works staff and services, his life hasn't merely returned to normal, it's even better than it was before he suffered his injury. He's hopeful, feels as though he has control over his life once again, and is extremely optimistic about the future. He has expressed heartfelt thanks to Barbara, his case manager, and Cheryl and Chris of ES for all the patience and support he's received.



Berrien – Cass – Van Buren Michigan Works!

PY 2005 Reemployment Services Initiative Success Story

Jodi Liggett

Although circumstances and life events caused me to change direction, my life's journey continues to bring about new and rewarding experiences that help me to succeed in every aspect of my life. I am an optimistic individual that believes when one door shuts another one opens.

I first became involved with the MWA in 2002 when my former employer, Telex, closed its local plant and left the area. To help with the massive layoffs and the transition of their employees, a Michigan Works! Rapid Response Team came to our rescue and helped with the process of explaining the services they provide through various programs like the Dislocated Worker's and Trade Adjustment Assistance Programs.

I had given 18 years of service to Electro-Voice/Telex and I wondered what the future held for me. I believed in myself and my ability to overcome obstacles, but in the back of my mind I sometimes wondered If I would ever acquire another job that would afford me financial security.

Michigan Works! helped form a JAC (Joint Adjustment Committee) which I was asked to join. Our team helped each employee work with computers, look for jobs, and fill out any necessary paperwork. Michigan Works! visited us often, was always accessible, and gave us hope and encouragement with every conversation while supporting and preparing us for re-entry into the job market.

During an orientation at Michigan Works! I discovered that a college education was within my reach. I called Southwestern College and signed up for classes. Michigan Works! consistently supported my efforts and worked with the college to ensure that my needs were met. I earned an Associates Degree, graduated with honors, and was selected to join the Phi Theta Kappa sorority. My self-esteem was at an all-time high.

I entered an Internship program and obtained employment in the Cass County Court's Treasure's Department. After my internship, I was interviewed and hired by the Cass County Friend of the Court as a court clerk at \$10.75 an hour. I decided that if I could get an Associate's Degree, then a Bachelor's Degree was also within my reach. I applied and was accepted at Bethel College. Although this time I had to take out loans for school, I felt it was worth it because this degree would help me secure a position where I can be of service to others. I will graduate in May 2006 with a Bachelor of Science Degree.

In January of 2005 – after working one year as a court clerk – I lost my job because of cutbacks at Cass County. Once again, I found myself back at the MWA and collecting Unemployment Benefits. I couldn't believe this was happening to me again! What now? Michigan Works! immediately began working with me again. The MWA staff person

showed me how to identify and market the skills I had acquired in my former job and in my classes. She also showed me how to use polish my resume to make it more appealing and how to use the MTB to start searching for jobs in my field.

In March of 2005, I found temporary employment with the Cass County Treasurer's Office for \$10.25 an hour. I worked a couple of months, and then successfully bid on a permanent job in District Court at the same pay rate. Unfortunately, the job wasn't very permanent – after just two months, I was back applying for Unemployment benefits.

I was starting to doubt my self-worth when I remembered that my mother used to tell me: "What lies behind us and what lies before us are tiny matters compared to what lies within us." I discovered later the quote was from Oliver Wendell Holmes. I adjusted my attitude and was determined to stay positive.

In October of 2005, I was on the Talent Bank updating my resume and searching for jobs again. I was scrolling down the list of jobs when I noticed that Lewis Cass ISD was looking for a Customer Service Specialist at the Michigan Works! Resource Center. From the career exploration I had done with the help of Michigan Works staff, I knew this job was perfect for me. I faxed my resume and cover letter to Lewis Cass ISD. A few days later they called to schedule an interview. I landed the job at \$12.50 an hour, and it's been a wonderful experience!

Sincerely,

Jody Liggett



Calhoun Intermediate School District

PY 2005 Reemployment Services Initiative Success Story

Carri Doty

Carri Doty was laid off from her position as Team Captain at Crotty Corporation in Quincy on August 26, 2005. She was earning \$8.10/hour. She filed for unemployment benefits and, with the help of Michigan Works! KCC Employment Services entered her resume on the Michigan Talent Bank. Upon learning that Crotty Corporation was TAA certified and that she was eligible for additional benefits, Carri attended a TAA orientation held at Michigan Works! on September 22, 2005 to learn about the TAA benefits. She later attended a Career Exploration Workshop in which she was able to take some career assessments and review labor market information related to various careers of interest. This workshop reinforced Carri's initial desire to attend truck driver training. Carri learned that there was a great need for truck drivers and that this type of work suited the profile for her that was developed in the workshop. Having been a previous client in the Work First program, Carri knew that she didn't want to go back on public assistance. She knew she wanted to gain some additional training so that she could go back to work as soon as possible and earn a decent living.

Carri looked for work unsuccessfully until December 2005, when she started truck driver training. Upon completion of training on December 30, 2005, Carri was hired by Falcon Transportation. She began that job in January 2006. At the time of this writing, which is six months later, Carri is still employed by Falcon, but has earned a dedicated run which allows her to be home every other day and earn \$250 for each run that she makes. Carri likes her new job and career.



Calhoun Intermediate School District

PY 2005 Reemployment Services Initiative Success Story

Dale Max

Dale Max registered with Michigan Works! Service Center – Barry County in April of 2004 for reemployment services. Dale had been working for 1 year at Meridian Automotive in Grand Rapids as a Fixture Repairman making \$13.00 per hour when he was laid-off in April 2004.

Dale registered with the MTB and received resume writing and job search assistance, job development assistance, labor market information and he used the service center's resource room. After working with Dale in the Employment Service program, staff referred him for WIA Core Services, and finally for WIA Adult program services. Dale qualified for re-training and was interested in becoming an electrician.

Michigan Works! Service Center – Barry County paid for Dale to go to school at RMTTC in Battle Creek. In June 2005, Dale completed his schooling and obtained his Certificate as an Electrician. Dale came back to Michigan Works! and was assisted with updating his Talent Bank resume and his professional resume. He also received assistance with his job search via the provision of resume writing assistance, labor market information, and job leads. Dale also used the service center resources including computers, copy and fax services, resume paper, and telephone. Dale found a position through Elite Staffing. His first day of work was December 12, 2005 and he is making \$18.50 an hour. Dale will be hired permanently after his trial period is completed.

Dale recently called the Barry County MWA to let them know about the wonderful job he obtained, that he was very pleased with the services he received and that he is now on a path to a better career, because of them. He made the statement "I'm earning more money than I ever thought I would...you guys helped me with that...I don't know how to say thank you."



Calhoun Intermediate School District

PY 2005 Reemployment Services Initiative Success Story

Lynzie L. Carter

Lynzie Carter registered for reemployment services with the Battle Creek Michigan Works! Service Center on August 31, 2005. At that time, Lynzie earned \$2.13 an hour plus tips as a Server with Godfrey's Restaurant and worked a second job as a Culinary Assistant to supplement her income. Scheduling cuts left her underemployed and eligible for UI benefits. Between August 31 and October 12, 2005 Lynzie worked diligently with staff at the Battle Creek Michigan Works! Service Center and took full advantage of the Center's services, which included Workforce Information, Interviewing and Resume Workshops, Career Assessment, Job Search Planning, One-on-One Resume Assistance, and Individual Job Development Assistance.

Lynzie's resume reflected coursework in biology, with little experience in the field except for lab assignments in a college setting. She desired to use this education in a position that would offer her the experiences to advance in the area of research and development. Lynzie was advised to contact the instructors and ask them for references or letters of recommendation, vouching for her academic knowledge. Her resume was restructured to highlight her education and, most importantly, a cover letter was created to emphasize her lab experiences and expound on her sincere interest in finding cures through research. Lynzie's steadfast participation with Michigan Works! helped her to understand the importance of references, the techniques used to complete job applications and how to best articulate her strengths and ability to perform the job in an interview.

With extra encouragement, Lynzie interviewed for a Research Associate position in the Necropsy, Teratology, and Histology departments with MPI Research, Inc. in Mattawan, MI. On October 12, 2005, Lynzie was hired in the Necropsy department with a starting wage of \$10.00 an hour plus immediate full benefits. Presently, she is earning \$11.33 an hour with an upcoming increase and was recognized as 'Employee of the Month' in January 2006. As a well-respected employee, Lynzie was also given the opportunity to go back to school and work on her last semester for her B.S. /B.A. in Biology and Latin.

Lynzie said she appreciates all the services Michigan Works! has to offer. She has kept in touch with Michigan Works! staff and continues to seek career guidance for future opportunities.



Capital Area Michigan Works!

PY 2005 Reemployment Services Initiative Success Story

LaToyia Brown

LaToyia Brown was invited to Michigan Works! to attend the Reemployment orientation and was enrolled in the Reemployment Services Initiative program August 10, 2005. LaToyia was working at Labor Source as a Quality Control Inspector earning \$7.50 per hour before her lay-off. During the intake process at CAMW! LaToyia stated her resume needed updating and her interviewing skills were rusty.

LaToyia had previously applied to several companies without success before visiting Capital Area Michigan Works! After the orientation, Karen Charlie set up an appointment with LaToyia. During the meeting we discussed the need to update LaToyia's computer skills. She signed up for the Intro to Microsoft Word class offered at CAMW! Later LaToyia met with Karen to create a resume. After completing her professional resume LaToyia commented on how confident she was sending out her updated resume, and felt she was eligible for a wider variety of jobs.

LaToyia signed up for the Mock Interview Taping to update her interviewing skills and attended the CAMW! Fall Job expo in pursuit of employment.

The Reemployment program gave LaToyia the determination to apply for employment in her fields of interest. She interviewed at the St. Lawrence/Sparrow Hospital location, was hired and began her training in the lab department on October 3, 2005 as a Clerk/Customer Service Representative at \$10.53 per hour. She is presently working at the Sparrow MSU location in their lab and enjoys her job. LaToyia will begin Phlebotomy training at Sparrow Health Systems in May 2006.



Capital Area Michigan Works!

PY 2005 Reemployment Services Initiative Success Story

Dean Feldpausch

On February 3, 2006, Dean Feldpausch attended Profiler Orientation as a Voluntary Profiler at Capital Area Michigan Works! St. Johns Service Center. Dean had become a displaced worker when the manufacturing company he worked for closed.

Dean met with staff after the orientation to further inquire into various services that the Service Center offers. He was uncertain whether he wanted to remain in his current employment field or whether to explore other options. In his last employment, he was a warehouse laborer who made \$10.67/hour prior to getting laid off on December 12, 2006.

Dean's main concern about being laid off was the job search process. He needed assistance with interviewing, resume writing, cover letters, and developing other employment documents, since he had not had to seek employment in a while. Staff encouraged him to attend the free employability skills workshops and offered additional one on one services to help relieve the pressure of his job search, due to his lack of computer skills and gave him reassurance that staff was there to assist him with the job search process.

Dean began with attending Creating Professional Resumes and Cover Letter workshops. He then met with staff individually after the workshops to continue working on his documents. At times Dean became frustrated with the computers, but staff was there to assist him with working through his frustration and accomplishing his goals that he had set for the day. Dean continued on with the workshops and then began polishing his documents. Dean even took time to attend the computer skills workshops offered at the Service Center to assist him with learning basic computer skills. After he creating his professional resume, cover letter and thank you letter templates to his satisfaction, he continued to utilize the Service Center and staff to prepare himself for his job search. Anytime he had questions prior to an interview or with completing applications, Dean contacted staff and inquired. He stated that he was glad to have the resources and comfort or knowing that staff was there to help him thru each and every step.

In a little over a month's time, Dean was offered and accepted a position with Regional Steel Distribution Center in Holt (RSDC). He began working with RSDC as a Machine Operator on March 13, 2006 for \$11 an hour plus a shift premium. He works 12-hour shifts for 17 days on and 2 days off on the third shift. Dean expressed his excitement about his new position and all of the paid overtime. He stated that he was much happier working extra hours versus not working at all and the overtime pay is helping him catch up on bills that accumulated because of his layoff. He was confident that he would be back on his feet in no time and be able to maintain self-sufficiency.



Capital Area Michigan Works!

PY 2005 Reemployment Services Initiative Success Story

Elena Morse

Elena Morse was invited to the Reemployment orientation at Capital Area Michigan Works! Lansing Service Center on November 28th, 2005. Elena attended and was enrolled in the Reemployment program.

Elena's previous job was working for Sheriff Goslin Roofing as a foreman's helper. This work was extremely physical. Elena had worked for Orkin and performed some administrative tasks she enjoyed. However, her computer skills were rusty. Elena's case manager, Karen Charlie, saw potential for Elena in the administrative/office environment.

Elena utilized the Talent Bank and attended computer classes offered at CAMW!. In addition to the Resumes Seminar Plus and Mock Interview Taping classes. Karen and Elena met several times to construct a professional resume and cover letter to mail to potential employers.

Elena was referred to WIA services and enrolled in Cristo Rey's dislocated worker program. Elena had applied to Dart container but lacked the computer skills needed. She met with John Diehl from Cristo Rey and they discussed many job opportunities for Elena. However, she would need to update her computer/office skills to be competitive in the job market. Through Cristo Rey's dislocated worker program Elena signed up for the Office Assistant Program at Career Quest Learning Centers and began her training on March 27, 2006.

Elena started working for Rassel-Daigneault Family Chiropractic office March 6th as a part time office assistant. Once her computer training is completed she will be hired full time.

Testimonial from Elena:

"When I got laid off Michigan Works put me in contact with local resources I didn't know I had. Now I'm on my way to graduating from Career Quest Learning Center and a great new job. The staff are genuinely concerned about you and meeting your needs. Michigan Works! is a blessing. Thank you so much."



Career Alliance, Inc.

PY 2005 Reemployment Services Initiative Success Story

Jason Domy

Jason Domy registered with Michigan Works! Employment Services in June 2004, for reemployment services. Jason Domy was laid-off from his position as a CNC machine operator in May 2004 after over 10 years of service with Hayes Lemmerz International in Howell, Michigan. Before his lay-off Jason had earned \$13.76 an hour/\$28,620.80 annually.

Jason attended the Resume Writing and Job Search Planning workshop, and took an O*Net Interest Profiler self-assessment to identify areas of interest. Because Jason was also eligible for Trade Adjustment Assistance, he began training in the Mott Community College Electronics and Electrical Technology program. Because Jason participated in job search planning and resume writing training, he has been able to secure a full-time position while pursuing TAA-funded training. We have worked with Jason to develop strategies to balance work, family, and training responsibilities.

In August 2006, Jason began full-time employment with International Paper in Howell, Michigan as a Corrugator Operator with a starting wage of \$10.95 per hour. While he completes his training at Mott, Jason hopes to continue a successful relationship with his new employer, and will seek advancement opportunities within the company after he completes his Associates degree.



Career Alliance, Inc.

PY 2004 Reemployment Services Initiative Success Story

Mark Morales

Mark Morales registered with Michigan Works! Employment Services in January 03, 2006, in compliance with the Reemployment requirements. Mark's work background is in Landscaping, Advanced Carpentry Skills and he was an AmeriCorps' National Services Volunteer. This was Mark's first time coming to Michigan Works! Employment Services of Genesee County, and he found it to be very helpful.

Mark was assisted with his resume preparation as part of his initial registration. Veronica Crespo, Employment Services' Technical Aide, recommended utilizing the functional style resume, and O*NET Occupational website to better express his particular work experience. While working with Veronica, Mark was asked many questions concerning his work experience, education and areas of employment interests. After the finishing of the resume, Mark was able to take his resume to many places of employment.

One of the employers Mark applied to was Jack & The Beanstalk Landscaping Company. Mark applied for a position as a Landscaper at their office and through their application process he decided to attach his Michigan Works resume. The employer was not going to hire him until he read his resume and noticed his experience. Once the employer viewed Mark's previous experience in landscaping he was hired immediately on March 26, 2006, at the wage of \$8.00 per hour.

Mark strongly believes that his Michigan Works resume influenced the employer in hiring him and he has shown great appreciation in the assistance he received at Michigan Works! Employment Services.

Mark Morales is currently employed with Jack & The Beanstalk. He works twelve-hour days, six to seven days a week.



Central Area Michigan Works! Consortium

PY 2005 Reemployment Services Initiative Success Story

Connie Depue

Connie Depue was a referral from the UIA through the RSI. She was laid off in June 2005 from her job as an office assistant. She attended an informational session of RSI and received assistance with resume building, interviewing techniques, and other employability skills. She was also referred to services under WIA. Through WIA, in conjunction with RSI services, she was placed in an on-the-job-training (OJT) program with BGL Asset Services. She began the OJT in October 2005 as an Administrative Assistant. She was allowed to have that training time to upgrade her computer skills and learn the technical aspects of her new position. Although her wages prior to lay-off were \$11.50/hr. and she began the OJT at \$8.50/hr., Connie has already received a performance increase and is currently making \$9.00/hr. Connie received her services through the Gratiot Count Michigan Works! Service Center.



Central Area Michigan Works! Consortium

PY 2005 Reemployment Services Initiative Success Story

Annette Raab

Annette Raab came into the Ionia Michigan Works! Service Center on July 6, 2005, after receiving a letter to attend a voluntary Reemployment Information Session. Annette had been laid off on May 21, 2005 from her full-time manufacturing position where she had been working as a packer earning \$10.17/hr.

Annette had more than 15 years experience in the manufacturing field and was not aware that she had many skills that would transfer to another employer and was not sure how to market her skills. After attending the Reemployment Information Session, she was quite surprised to learn to all the different services that were available to her that would assist her in re-entering the job market. She was excited to learn about the Skills Card method of contacting employers as well as going out on an Informational Interview to actually “interview” the employer for career exploration purposes. She was also pleased to learn about the additional Reemployment Services that included Workforce Information, Resume Assistance/Preparation, Job Search Planning, and Job Search Workshop. Services then continued for her through the Mediated Services.

Annette took full advantage of the services right away spending several hours job searching on the MTB as well another job search sites provided to her. She was able to fax resumes, call employers about possible job leads, check and update her resume, and search for other available workforce information. Annette was contacted monthly to see if she had found employment and was also given additional workforce information at that time.

On one particular time that Annette was contacted, she reported that her previous employer had called her back to work shortly after laying her off, only to lay her off again which forced her back into the world of unemployment. She was ready this time because of the information she was given through the Reemployment Services Program and the new knowledge she had regarding searching for jobs on the MTB.

Good news...Annette is now employed at Leon Plastics in Grand Rapids! She started full-time on January 9, 2006 as a press operator earning \$11.17/hr. She said that this company is a bit farther to drive but she is earning \$1.00/hr. more now than her previous job and within 6 months, she'll be earning \$13.00/hr.

When Annette was asked which services helped her achieve her success through the Michigan Works! office, she said that her real success lies in the fact that she is now equipped with new innovative information that she will be able to take with her if she finds herself unemployed again.



Eastern Upper Peninsula Michigan Works!

PY 2005 Reemployment Services Initiative Success Story

John Cunningham

John Cunningham was registered on August 30, 2005 with the Eastern Upper Peninsula MWA. John was on the profiling list for the week ending on October 8, 2005 and attended an information session on October 25, 2005.

He was previously working as a Machine Operator for A& L Iron and Metal earning \$10.00 per hour, and was terminated on August 30, 2005.

As a single parent of 2 children, John was able to work with the Work First program within Michigan Works! Work First sponsored him to obtain his Heavy Equipment Operator Certification and they provided needed clothing for the training as well. John completed his Certification with flying colors (99%). He also obtained Hazardous Waste Training, Emergency Response, and Competent Person Training.

John is a U.S. Military Veteran and received Intensive Services through the Veterans program. Previous to having a full time Local Veteran Employment Representative in the Sault office, John received services from Employment Services. We helped keep him informed with Workforce Information. Resumes and applications were created, printed, filled out and faxed as needed.

John obtained work with Reid Metals as a Heavy Equipment Operator working 80 hours per week for the first three months to start. His rate is \$15.00 per hour and he will be starting work on January 31, 2006.

Upon speaking with John the day before his start date, he confirmed that he was very satisfied with services received. He looks forward to bringing his 15-year-old daughter in for employment services.



Eastern Upper Peninsula Michigan Works!

PY 2005 Reemployment Services Initiative Success Story

Phillip Sibbald

Services to job seeker: Resume Assistance, Specific Labor Market Information, and Referral to Local Veterans' Employment Representative (LVER).

Outcome: Entered employment with the United States Coast Guard as a Laborer WG-3502, Industrial Division, 9th Coast Guard District, ISD, Sault Ste. Marie, MI.

Time period services were provided ranged from November 2005 to June 2006.

Other pertinent information:

Job seeker was instructed on specific wording for his MTB resume and quickly learned how to navigate the Job Bank in the resource center. Phil had worked at the Grand Hotel, Mackinac Island, during the winter of 2005/2006 as a maintenance laborer. His pay rate was \$10.00/hr. Upon completion of the winter work schedule, Phil found himself unemployed and virtually living out of his truck.

Job development techniques were used in guiding Mr. Sibbald to jobs/employers in our area. He was also referred to the local LVER, where he received direct assistance in applying for openings, including a USA Jobs posting for the U. S. Coast Guard. Phillip interviewed for the position of Laborer WG-3502 and began work on June 12 at a starting rate of \$15.09/hr. He also accepted part-time maintenance work with the Sault Housing Commission on his days off from the Coast Guard at a rate of \$13.75/hr.



Eastern Upper Peninsula Michigan Works!

PY 2005 Reemployment Services Initiative Success Story

Joe Bourque

Joe Bourque was profiled with the Eastern Upper Peninsula Michigan Works! in Sault Sainte Marie on April 4, 2006 for reemployment services. Joe was part owner of a small business called "Auto Spa" as a "Laborer/Operator," detailing automobiles. He worked at/with the business for approximately three and a half years. Before the business closed, Joe was earning \$10.00/hr.

When Joe attended a profiling session he was given an Overview of Michigan Works! and associated programs. He was also given Workforce Information for several positions. Joe worked with the Reemployment Specialist to apply using the Internet as required for some positions. The Employment Services Resource Room was of great use to Joe to accomplish his Job Search Planning created through profiling. He did not have access to the Internet and printing in his home.

Joe received an interview with United Building Center out of Rudyard on May 29, 2006. He obtained a position as a Mason/Laborer for \$12.00/hr. starting June 5, 2006.



Michigan Works! The Job Force Board/Six County Employment Alliance PY 2005 Reemployment Services Initiative Success Story

Thomas Miksa

Thomas Miksa registered with the Delta County Michigan Works! on 8/22/2005. Thomas was laid-off from his position as a machine operator on March 31, 2004, after 18 years of employment with Brothers Manufacturing. Before his lay-off, Thomas was earning \$12.25 an hour/\$23,520 annually.

Thomas had obtained Job Search Assistance and Job referral from Workforce Development Professionals. Thomas was determined to need additional training and subsequently sent to Midwest Truck driving school through the Trade program.

Upon successful completion of training Thomas was issued a CDL and quickly engaged the Michigan Works! system and Workforce Development professionals. Through Job Search assistance and Job referrals ultimately Thomas was able to land employment driving delivery routes for KSR Company out of Norway Michigan. Thomas is now happily making 10.00/hr working 50 hours per week with benefits.



Michigan Works! The Job Force Board/Six County Employment Alliance PY 2005 Reemployment Services Initiative Success Story

Corrine Refruschinni

Corrine Refruschinni is a success story that hits close to home for the Michigan Works! staff in Marquette. Corrie, as she prefers to be called, has been utilizing Michigan Works! services since June 2003. She came knocking on the doors of her local Michigan works after being laid off from a local nursing home after working in Medical Records for eight years.

Michigan Works! has many team members who will guide you step by step through services designed to unlock your potential, discover new interests, or find that new job! Corrie met and tapped into this knowledge to begin her employment plan of action. A suggestion was made that Corrie attend the First Impressions (Ready for Work) workshop that covers the soft skills employers are looking for in today's market. This workshop also gives needed tips to ensure that employers get the best possible first impression of you!

Corrie was adamant on her job search, always applying for jobs she was qualified for on the MTB, other job search engines, and also registering at Manpower, the temporary agency in Marquette. Her passion is working and helping people on a daily basis, whether it is in an office setting or in health care. Corrie posted her resume on the MTB, so employers had the possibility of finding her. She also utilized a resume writing software program to create a professional resume. "Job seekers can find help with resumes, computer skills and job seeking tips and much more at Michigan Works! These skills are sometimes lost in search for employment and are all necessary in a successful job hunt" said Corrie.

As luck would have it, ProServ found Corrie's resume on the MTB, and hired her in a temporary position at the Michigan Works! Career Center in Marquette in August 2005. The team members were extremely fortunate to have someone who had the experience and customer service skills she possessed to join the team. Corrie was an asset to the team for six weeks, helping roll out a new delivery system! Corrie continued her job search and applied for permanent positions, having the Michigan Works! team members offer suggestions and tips along the way.

While at Michigan Works! Corrie applied for a Program Support Assistant at Teaching Family Homes, which was posted on the Michigan Talent Bank. She possessed the skills needed, aced her interview, and was offered the job! In her new position Corrie offers support for eighty-seven employees who may need service plans, assessments or other clerical support on a daily basis. "The co-workers I help are all professional and working with them is a pleasure," exclaims Corrie. She is also learning new attributes such as computer software programs and technical skills.

“My experience with Michigan Works! and its staff has truly made me a much more employable person. I have witnessed true professionalism in the employees at Michigan Works! and every job seeker is treated with a high degree of respect and compassion in some very difficult situations. Thank you to all the staff at Michigan Works! and keep up the great job. We all need your expertise and are better for your efforts as a community” Corrie states.



Kalamazoo – St. Joseph Michigan Works!

PY 2005 Reemployment Services Initiative Success Story

Gunnar Knoff

Mr. Gunnar Knoff was laid-off like many other professionals. He had extensive experience including working as an accounting clerk at Planned Parenthood. Mr. Knoff was unsuccessful in his efforts looking for a job on his own. Those efforts included over 45 resumes and letters distributed locally, with only four responses, each turning him down. When asked why he thought his efforts were so futile? Mr. Knoff stated, “. . . because I’m 75 years young.” Although Mr. Knoff already had a long career, he still had the passion, desire and energy to continue working. He participated in Re-employment Services at the Kalamazoo Michigan Works! Service Center where he received comprehensive job search planning, resume critique and workforce information services. A staff compelled by his situation, researched local openings and referred him directly to an interview. The result was that Mr. Knoff was offered a position; and after 14 months of being unemployed, he resumed his career as an accounting clerk at Douglass Community Association. Mr. Knoff indicated the services received from Michigan Works! were **extremely** helpful! Mr. Knoff’s hourly wage is now \$12.50 resulting from a Michigan Works! referral!



Kalamazoo – St. Joseph Michigan Works!

PY 2005 Reemployment Services Initiative Success Story

Maureen Gallagher

In late August 2005, Maureen Gallagher was downsized like many other professionals today. She was working as a Supervisor at Hope Network in Kalamazoo, Michigan in the Supported Living Department. On October 10, 2005 she participated in Re-employment Services at the Kalamazoo Service Center.

Although Maureen has an extensive background, she was eligible for reemployment services. After attending, she indicated that she found most of the services were very helpful. Since she was already aggressively using the Kalamazoo Service Center, she thought, “Some of the information was redundant.” During her subsequent visits, she participated in additional job search activities and computer skills workshops.

On average, she used the service center around three times per week, taking advantage of the computers, the MTB and other job-related websites, also making copies and sending job search faxes. She wanted more advanced computer training, so we referred her to a local training institution that offered free beginning courses and assessments. However, before she could arrange that appointment, she was hired in her current position as a Social Worker at Friendship Village, a retirement community in Kalamazoo. She began her new responsibilities on January 3, 2006 and is enjoying it very much! Her supervisor is Crystal Scott and the Company CEO is Stan Clouse.

She is particularly aware and appreciative of the friendliness and attention the center staff offered during her visits. She is originally from Detroit, Michigan and grew up in the suburban area of Farmington Hills.

Her beginning hourly wage was \$15.38 and her ending hourly wage is \$17.79.



Livingston County Michigan Works!

PY 2005 Reemployment Services Initiative Success Story

Juan Huizar

Juan J. Huizar registered with the Livingston County MWA in February 2006 for reemployment services after experiencing a lay-off by his employer. Prior to that, he was employed as a Pipefitter/Electrician's helper for P.T.I. Management in Detroit, Michigan and earned \$18.00/hr.

Juan used the facilities at the Livingston Service Center on a daily basis for approximately three months. He extensively used the MTB to job search and also used the other resources such as the Internet, FAX, phone, and copier to follow up on job leads. Juan also met with Patty Sudbay, the Career Counselor, and received assistance on improving his resume.

By using the job seeker resource links provided at the Michigan Works! Center, Juan was able to locate and secure an OTR trucking position with Swift Trucking Company on May 16, 2006. He is now earning a salary of \$42,000.00 per year.

Juan states that the overall level of service that he received from the center was, "Very good," and says that both Ann Marie, the Customer Service Representative, and Patty Sudbay were, "Very helpful."



Livingston County Michigan Works!

PY 2005 Reemployment Services Initiative Success Story

Shawn Sembach

Shawn Sembach registered with the Livingston County MWA on May 5, 2005 for reemployment services. Shawn was laid off from his position as a copier repair technician with IKON Office Solutions. Before his lay-off, Shawn was earning \$14.14 per hour/ \$38,000 annually.

Since Shawn was previously trained as a truck driver and possessed a CDL (B) with HAZMAT endorsement license, he decided to focus his job search toward a truck-driving career. Shawn used the services offered by the MWA extensively, such as the MTB, the fax machine, and telephone for job seeking. He credits the combination of services at the one-stop facility plus the high level of service he received from the staff in landing his new job as an Independent Contractor Truck Driver for Con-Way Now. Shawn started his new job on October 12, 2005 and is currently earning a salary of \$75,000 per year.

“I would strongly recommend these people and this facility to others”, states Shawn. “Especially helpful was the Customer Service Representative, Anna Marie Gonzales”.



Macomb/St. Clair Michigan Works!

PY 2005 Reemployment Services Initiative Success Story

Joseph Wojtkiewicz

Joseph Wojtkiewicz registered with Michigan Works! on September 16, 2005 for reemployment services. Joe had been laid off from his position as a Mold Builder/Repair Technician on September 13, 2005. Collins and Aikman has been slowly downsizing, including his plant in Sterling Heights. At the time of the layoff, Joe was making \$21.50/hr., and the long drive was a hardship in many ways.

Development of Joe's ISS determined he would benefit from creating a Functional Resume and Cover Letter that emphasized his mold building, repair and preventative maintenance troubleshooting skills. Joe attended the Resume Foundations and Cover Letters Workshop and continued one-on-one sessions to refine these tools. He also took more classes than required; he attended Job Search Development, Effective Networking, and Interviewing Skills.

After refining his resume and cover letter, Joe responded to Eclipse Mold's posting on the MTB and got an interview. He recalls discussions about researching the company before the interview and the importance of good follow-up. At the interview, he noticed someone had written at the top of his resume, "Called Back," and he thinks that landed him the interview.

After about a week, he got a second interview. During that interview he was asked what he could bring to their company. He remembered their motto was, "We Deliver," and he used that in his response by telling them he would focus on repairing machine parts quickly and precisely to deliver quality parts on time to the customer.

On November 7, 2005, Joe accepted a position as Mold Builder/Repair Technician with Eclipse Mold Inc., starting at \$19.00/hr., complete benefits, and an increase after six months of successful performance. He stated that with the large loss of manufacturing jobs, he didn't think he would be able to find suitable with comparable pay and benefits, especially so quickly. He attributes his success in landing this job to Michigan Works! services and his application of the material.

I spoke with Joe last week and he is elated with his new job. He not only has the same benefits and comparable pay but also this job is much closer to home and he is saving a lot in vehicle mileage and maintenance His previous jobs were labor-intensive and he was often frustrated always working with older parts. He states that he now gets to do more of what he is skilled at, making new builds for Toyota and Honda interiors, and how much more satisfying it is to see his work marketed into top-of-the-line cars and trunks.

As his previous plant continues to slowly close, he made it a point to say that he still tells people how helpful Michigan Works! services are. He tells friends not to wait until they get laid off and go to Michigan Works! ahead of time. Some of them did and found jobs through the MTB, too.



Macomb-St. Clair Michigan Works!

PY 2005 Reemployment Services Initiative Success Story

Catherine Fitz

Catherine Fitz lost her job with Standard Federal Bank as an 'Assistant Branch Manager' on January 11, 2005. Because her job was eliminated she was forced to apply with Michigan Works! in Port Huron, Michigan. There she attended a profiling session and later met with a WIA Case manager on site to discuss training options. She chose to continue her job search and with the assistance of the Employment Service staff and the local Business Consultant, John Anderson, she secured a 'Branch Manager in Training position with Eastern Michigan Bank on June 1, 2006 with a starting pay comparable to her previous wage of \$19.23 (She was salaried at Standard (Federal at \$40,000/yr.). Catherine was grateful for the assistance from Michigan Works in helping her get this job.



Muskegon/Oceana Consortium

PY 2005 Reemployment Services Initiative Success Story

Kenneth Mitchell

Kenneth was dislocated from Muskegon Cannon in February 2005 where he had worked for five year. After being off work for several months he landed a position at Sun Chemical as a Lab Technician earning \$12 per hour. Ken registered with all of temporary services in the area and utilized the core services offered through MI WORKS. Unfortunately, after all his efforts he was unable to land a job.

Ken attended profiling on September 14, 2005 where he was given information on re-employment services. Ken received resume and job search assistance. He was shown the job board, provided information on the benefits of enrolling into WIA. Additionally Ken learned about "key words" and how using them could impact his Talent Bank job search. According to Ken, using key words increased his resume activity on the MTB. He interviewed with Alcoa /Howmet for a Metal Technicians positions April 7, 2006. Unfortunately, he didn't get the position. However Sun Chemical called him back to work in April 10, 2006. Ken is earning \$ 12 per hour performing the same job he had prior to dislocation.



Northeast Michigan Consortium

PY 2005 Reemployment Services Initiative Success Story

Michael Woloszyk

Michael Woloszyk is a Posen native who moved to the Mt. Clemens area after high school to find work. From 1986 through 2005, he worked downstate, marrying and starting his family there. When he and his wife divorced last year, Michael returned to the Posen area with his two young children. On May 23, 2005, he left his job in Mt. Clemens at Vashco Lawn Care which paid \$10/hour to bring his children back to northern Michigan to be in a safe environment with Michael's family. His return to Posen meant he had no job and no home. He and the children stayed with Michael's family while he searched for work.

On December 19, 2005, Michael attended a Profiling/Re-Employment Class at the Alpena Michigan Works office. In class, he learned to improve his on-line and printed resumes and to access job search sites on-line. He returned nearly every week after class to meet with Resource Room Assistant Linda Souva and received help with his resume, job searches, interviewing skills and on-line applications. Linda also referred him to other agencies so he could access the services of the WIA and area housing programs.

In May 2006, Michael was interviewed and hired by Robinson Construction of Gaylord, Michigan to work full-time on gas wells and lines from Gaylord to Alpena. He receives \$9/hour. While his pay rate is slightly less than he earned downstate, Michael was pleased to find work in this area after more than 6 months of having no earnings. Michael lists the most useful employment-search skills he learned at Michigan Works as: resume writing, website access to on-line applications, one-on-one interviewing practice, appropriate business dress and how to present himself to an employer.



Northeast Michigan Consortium

PY 2005 Reemployment Services Initiative Success Story

Katherine Kozak

Katherine Kozak came to the Alpena Michigan Works Resource Room on April 6, 2006 to put her resume on-line for Unemployment and to search for another job. She had been employed since July 2004 by Neiman's Family Market in Alpena, making \$6.00/hour as a cashier. She was fired on April 6, 2006 for being late for work several times due to her reliance on Dial-a-Ride public transportation and the unpredictability of Dial-a-Ride's arrival time. Katherine was devastated and seeking advice on where to begin her job search.

Resource Room Assistant Mary Davis explained the Talent Bank to Katherine and helped her create an on-line resume. Mary also demonstrated how to use the on-line job search tools, showed Katherine the job board and explained the process an employer uses in searching for employees. She helped Katherine develop and print copies of a personal resume for her to take with her in her job searches.

A week later, Katherine returned to tell Mary of her progress. She had applied to numerous retail stores, but had not gotten any return calls. She was becoming very discouraged. Mary explained the timing of the labor market, advised her that as summer approached employers would be hiring, and encouraged her to keep trying. Katherine stated that she really wanted to return to her old job at Neiman's. Mary advised her to talk with Neiman's owner and explain the situation. Katherine followed Mary's advice, spoke with the Neiman's owner, but was only told he would consider her situation.

A few weeks later, Katherine came in to let Mary know that she had been called to interview for a cashier's position at the Dollar Tree in Alpena. Mary practiced interview questions to prepare Katherine for her interview. Katherine came in the next day to tell Mary the Dollar Tree had hired her on the spot and she was now working there making \$5.75/hour. Although she enjoyed this new job, she still missed her previous employment at Neiman's.

Two weeks later, Katherine called the Resource Room to tell Mary that Neiman's had called her back and asked if she was employed. When she told them she was now working at the Dollar Tree, they offered her a raise to come back to Neiman's. She accepted their offer of \$6.25/hour, gave the Dollar Tree her two-weeks notice and began working at Neiman's.

Katherine is still employed with her preferred employer, conscientious about her arrival time and happy with the services she received at Michigan Works in Alpena



Northeast Michigan Consortium

PY 2005 Reemployment Services Initiative Success Story

Cari Donovan

Cari Donovan of Spruce, Michigan has more than made up for the classes she missed as a teenager when she dropped out of high school. As a young single Mom, she learned that all employers wanted to see applicants with at least a high school education. So, she completed her GED and entered the workforce, where she realized that her options and wages were still limited without further education. Since she had always been interested in the medical field, Cari enrolled in a downstate Phlebotomy Program, drove to Detroit for weekly classes and became a Certified Phlebotomist in 2004.

With her Phlebotomy Certificate, Cari found work as a Medical Assistant for the Alcona Health Center making \$8.75 per hour. Due to lack of hours available in the labs, Cari was laid off June 30, 2005. From July through October 2005, Cari worked as a babysitter making \$6.00 hour and continued to look for full-time work in the medical field.

On October 6, 2005, Cari attended a Re-Employment/Profiling class taught by Linda Souva at the Alpena MWA. During the class, Cari improved her resume, targeting it for the type of work she was seeking, and worked on her interviewing skills. She returned to the Michigan Works Resource Room throughout October and November to research job postings and practice mock interviews with Linda to help her anticipate the interview questions and answers. She also applied online to Alpena General Hospital.

In November 2005, Linda noticed a position posted on the Job Bank at the St. Joseph Health System in Tawas, Michigan. She notified Cari who then came into the Lincoln Michigan Works Resource Room and worked with Linda to tailor her resume, cover letter, list of references, letters of recommendation, and copies of her certificates to the specific position advertised. Together, they created a complete applicant portfolio for Cari and sent it to the Tawas facility. When St. Joseph Health System responded with a request for an interview, Cari again practiced with Linda for the interview. She also researched the hospital in Tawas to learn more about the institution so she could prepare questions of her own for the meeting. Cari was prepared and relaxed during the interview, provided all the correct answers for her future employer and is now working at St. Joseph Health System/Hospital as a full-time Lab Assistant/Phlebotomist. She was hired on November 28, 2005 at a starting wage of \$9.00/hour.

Cari credits her success to her mock interviews, stating that practice helped her anticipate the questions and relax during the actual interview. She continues to educate herself in the health care field by taking EMT classes and she maintains contact with the Michigan Works! staff so that she is always ready for the next opportunity.



Northwest Michigan Council of Governments

PY 2005 Reemployment Services Initiative Success Story

Jeff Cannon

Jeff Cannon spent most of his life working for a family business, Games Imported, representing toy, game, puzzle and educational companies from around the world. Jeff was a Retail Manager for Games Imported, located in the gaslight district of Petoskey, Michigan until the business decided to close its physical location and redefine itself as an online, web-based business. During the restructure, Jeff Cannon's position was eliminated.

Jeff struggled in his search for work and was doing odd jobs in the construction field. When he was working an odd job, Jeff earned \$11.00 per hour. The work was sporadic and over the course of the year, he came to realize that he had only made \$8,000. Jeff wanted to make use of his education in accounting, and was pursuing positions at local accounting offices as they became available, but without success, and decided to seek assistance. Through his girlfriend, Jeff became aware of the Northwest MWA and decided to explore the services available to him.

Jeff attended a Job Search and Resume Writing Seminar held at the Northwest MWA in Petoskey on November 9, 2004 where he met a Career Advisor. During the seminar, Jeff became aware of the importance of defining his career goals in detail, of targeting a resume for his specific career goal, and additional job search tools of which he was not aware.

Jeff discussed his career goals with the Career Advisor and reviewed possible barriers that may have been standing in the way of Jeff's success. During their discussion, the Career Advisor uncovered a significant barrier that was preventing Jeff from finding success in his job search and explained to Jeff why the barrier was so considerable from an employer's perspective. Although it was difficult to hear, Jeff reflected on the reality of his barrier and decided to modify his career goal, making success more likely.

Jeff and his Career Advisor then discussed the possibility of a new career goal and decided to pursue Jeff's interests in the odd jobs he had recently been working. Aware that a position was available for an HVAC installer with a local business – W.W. Fairbairn & Sons, Inc. in Alanson, Michigan – Jeff's Career Advisor enrolled him into WIA Adult services. An interview was then established for Jeff. On November 24th, 2004, W.W. Fairbairn & Sons, Inc. agreed to enter into an on-the-job training contract paid for by Northwest MWA. Jeff was trained for the position they had available.

After only 14 days of working with a Career Advisor, Jeff Cannon obtained employment. He is making \$13.00 per hour, or \$26,000 per year. Jeff is also receiving benefits from his new employer. Jeff has been employed by W.W. Fairbairn for over a year and is enjoying his environment and the people with whom he works. A contact was made with him on October 12, 2005 as part of the required WIA follow-up third quarter after exit.



Northwest Michigan Council of Governments

PY 2005 Reemployment Services Initiative Success Story

Jennifer Taylor

Jennifer Taylor is a single mom of a little girl about two years old and her career goal was to work in the healthcare field. Jennifer knew that in order to achieve her goal, she must finish her high school education. Accordingly she registered for GED prep classes on Sept. 29, 2004 with the Northwest Michigan Works! Adult Education Learning Lab in Kalkaska.

Because of her inability to keep a job, Jennifer applied for TANF and entered into the Work First program in May 18, 2005. She was referred to Belinda Cook, Northwest Michigan Works! Career Advisor, and registered in Mediated Services on June 7, 2005.

Belinda provided Jennifer with labor market information about careers in the healthcare industry and job opportunities in the Northwest region. Jennifer enrolled in the 3-week Basic Health Care training program offered through the Healthcare Regional Skills Alliance (RSA) of Northwest Michigan to learn more about the field, determine whether she had an interest in working directly with patients, and gain some basic clinical skills.

Jennifer graduated with her GED on June 16, 2005 and successfully completed the Basic Health Care training on June 24, 2005. After graduation, Belinda assisted her in creating a professional resume to present to prospective employers.

Jennifer's TANF case closed on August 18, 2005, due to income from a part-time job. On August 23rd, Belinda contacted Jennifer regarding a Certified Nurse Aid (CENA) training program being offered by the Healthcare RSA of Northwest Michigan in October. Belinda and Jennifer discussed the fact that completion of a CENA and subsequent certification would give her marketable skills and a good chance for immediate employment, given the demand for Certified Nurse Aids in the region.

Jennifer began the CENA training on October 17, 2005 and completed it on November 20, 2005. She then successfully passed her certification exam in December. Belinda again assisted Jennifer in updating her resume and she was hired at Birchwood Nursing Home as a Nurse Aid. Jennifer started the job on December 28, 2005, and is working 40 hrs a week at \$12.00 per hour.



Oakland County Michigan Works! Workforce Development Division PY 2005 Reemployment Services Initiative Success Story

Robin Dunlop

During the summer of 2005, Robin Dunlop was selected for reemployment services through MWA- Ferndale Career Center (Ferndale Public Schools). Robin had been recently laid off from her position as an office worker and was eager to reenter the workforce. In the past, Robin had taken some courses at Oakland Community College, but had placed her career plans on hold to raise her family.

Robin attended her Profiling Session as scheduled, which included the WIA Orientation. She followed through with the services made available to her and attended the Resume and Interviewing Workshops, and completed the CAPS, ABLE, and SDS assessments. After her WIA intake, she started to work closely with her case manager at FCC. This assisted her tremendously in identifying her abilities, strengths, interests, work-related values, and support/service needs. As a result, she was able to develop a thorough support plan to assist her in meeting her career goals.

Robin was somewhat unsure initially but through case management assistance and her own individual research, she identified a career interesting the medical field as well as training programs that would be available to suppose this goal. She thoroughly researched area programs and selected Carnegie Institute's Medical Assistant Program. Robin was confident that this program and field were commensurate with her skills and abilities.

Robin began attending Carnegie in September 2005 and is scheduled to complete her program in September 2006. She is doing very well in her courses and her attendance has been very good. It is anticipated that with her certification obtained, her diligence and follow-up and personal/interaction skills, Robin will become employed shortly following the completion of the program. This remains a growing field, per Department of Labor statistics/forecasts, and Robin is confident that her future employment will provide high earnings and career longevity. She anticipates an average starting salary of over \$12.50/hr. – her pre-program earning (prior to her lay-off) averaged around \$8.00/hr.



**Oakland County Michigan Works! Workforce Development Division
PY 2005 Reemployment Services Initiative Success Story**

Kimberly Gibbs

Kimberly Gibb was originally employed at Great Lakes Title of Michigan, Inc., located in Dearborn, Michigan. As an Attorney Counselor, Ms. Gibbs' yearly salary was approximately \$40,000.00. She was laid off from employment on November 26, 2005 and started collecting unemployment benefits in January of 2006.

Ms. Gibbs was selected to participate in the Reemployment Services program on January 12, 2006 at the Troy Career Center. The reemployment services she received included: updating and improving her Michigan Talent Bank resume, specific labor market information, interviewing techniques, available self-service resources and career guidance.

On May 1, 2006, Ms. Gibbs began working as Vice President and General Counsel in Royal Oak, Michigan at a new based company with a starting salary of approximately \$60,000.00 a year.



Ottawa County Michigan Works! Community Action Agency

PY 2005 Reemployment Services Initiative Success Story

Diane Van Der Hulst

Diane Van Der Hulst came to Ottawa County Michigan Works! in February of 2005 as a result of being dislocated from Oak Crest Manor earning \$9.00 an hour in Housekeeping. Initially, she attended Resume Writing and Interviewing Skills workshops offered at the One-Stop Service Center. Upon completion of these activities, it was apparent that Diane would benefit from additional one-on-one services.

As a result of this need, the Career Planning Specialist worked with Diane by helping her create a resume that would meet both her personal needs as well as those of the employer. Diane has a mix of skills and experience that helped, to some degree, in creating a number of resumes designed to help her get a job. Additionally, the Career Planning Specialist spent time helping her with her Interviewing skills by practicing various scenarios that she was likely to encounter.

Diane was able to secure employment on July 11, 2005 with Innotec in Zeeland as a Production Laborer, earning \$9.00 an hour and has been employed for more than one year. Although she had to work through a temporary agency she seems to be happy with the position she has working in a factory environment.

Diane maintains contact with me on a regular basis concerning her employment situation. She is a very hard working and dependable employee



Ottawa County Michigan Works! Community Action Agency

PY 2005 Reemployment Services Initiative Success Story

Sandra Shuck

Sandra Shuck registered with the Ottawa County Michigan Works in the winter of 2005. She was dislocated from Gentex in October of 2004 as a Production Laborer earning \$11.99 an hour. During Sandra's involvement with Ottawa County Michigan Works, she took advantage of the majority of workshops offered including: Resume Writing, Interviewing, Your First 30 Days, MOIS Career Assessment and Steps to Success.

After the completion of the service center workshops, the Career Planning Specialist helped Sandra develop a resume highlighting her skills and experience. She was able to secure employment, initially, but the position she accepted did not work out for her. So, it was back to the drawing board to help her create a resume that would better emphasize the specific skill-set which she hoped to utilize in her next employment opportunity.

After several frustrating months of seeking employment, she was finally offered a position in May of 2006. Sandra accepted employment with Kandu Industries and is working as a Production Laborer, earning \$6.15 an hour. Sandra is now working in a position that meets her personal goals and helps her feel that she is a productive and contributing member of society.



Michigan Works! Region 7B Employment and Training Consortium PY 2005 Reemployment Services Initiative Success Story

Cindy Malmo

Job title before receiving UI benefits: Office Manager

Hourly pay before receiving UI benefits: \$10.00/hr.

Job title after receiving reemployment services: Accounting Clerk

Hourly pay after receiving reemployment services: \$12.00/hr.

Identification of the reemployment services that helped claimant find a job: Job search, career assessment, and classroom training.

In 2004 Cindy Malmo was permanently laid off from Wohler Corporation due to a plant closing in Gladwin, Michigan. She visited the Michigan Works Service Center in Gladwin to learn more about this program where she began working with Mary Ann Garcia an Employment Service Interviewer. They discussed career options and Cindy decided to start a new career in Accounting. Cindy graduated with an Associates Degree in Accounting.

Recently, Cindy was hired and began her new career working in the office with a newly created property management company called GLD Management Company in Gladwin, Michigan and is enjoying being a part of the new startup. The company manages apartment complexes, leased buildings; model homes.

After September 1, 2006 the company plans on changing Cindy Malmo's job responsibilities to coincide with her Associates Degree in Accounting. She plans on working in the accounting department. Cindy can now look forward to the future with a new career in the high growth field of Accounting.



Saginaw – Midland - Bay Michigan Works!

PY 2005 Reemployment Services Initiative Success Story

Joseph Dobis

Joseph Dobis originally registered with the Michigan Talent Bank on 1/18/2005 and was selected for profiling in March of 2006. He had been laid off from his position as a Sheet metal Worker with Labelle's Concrete of Birch Run, MI, on 12/1/05. Before his lay-off, Joseph was earning \$21.75/hour.

Joseph attended the Profiling/Reemployment program on March 15, 2005. He was offered a wide array of services including, resume assistance, a list of job search websites relevant to his field, tips on filling out applications, practice interview questions and information about the Workforce Investment Act.

He revamped his resume to reflect his interest in obtaining a position as a welder. We also did a job search to find welding jobs in the Tri-City area. One of the jobs Joseph found was with Merrill Fabrication. He applied for the job and got a phone call for an interview on his way home from Michigan Works. He said one of the most useful services he received from Michigan Works was help with his resume.

In March of 2006 Merrill Fabrication offered Joseph employment as a Welder earning \$14.00/hour. He stopped by the Michigan Works office to thank everyone for their assistance in finding him employment.



Saginaw – Midland – Bay Michigan Works!

PY 2005 Reemployment Services Initiative Success Story

Larissa Woodard

Larissa Woodard originally registered with the MTB back in 1998 and was selected for profiling in August of 2005. She had been laid off from her position as a Payroll Billing Clerk with Nurses Stat of Saginaw, MI. Before her lay-off Larissa was earning \$10.00/hour.

Larissa attended the Profiling/Reemployment program on August 29, 2005. She was offered a wide array of services including resume assistance, a list of job search websites relevant to her field, tips on filling out applications, practice interview questions, and information about the Workforce Investment Act.

She has received guidance in Resume Assistance, Job Search Planning and Career Guidance. As part of the Resume Assistance, Larissa decided to make a functional resume in addition to the chronological resume she already had. She said one of the most useful tips she learned from Michigan Works! was what employers are really looking for in new employees.

In September of 2005 Mentor 4 offered Larissa employment as a Receptionist earning \$9.00/hour. We've heard that she's very happy in her new position.



South Central Michigan Works!

PY 2004 Reemployment Services Initiative Success Story

Valerie Clark

Valerie Clark registered with South Central Michigan Works! on March 29, 2005 for reemployment services after being involved in a department downsizing. She was laid off from Wacker Chemical Corporation on March 16, 2005 where she had served as a Chemical Laboratory Technician making \$25.20/hr. She had been employed at Wacker from May 20, 1996 through March 16, 2005.

Valerie attended a Resume Writing and Job Search Planning Workshop and from that point on started working on her resume and work search skills. She made very good use of all the services available to her after attending the workshop. Valerie was able to use the benefits of the Workforce Investment Act (WIA) and landed a job on an On the Job Training (OJT) contract with Ervin Amasteel on June 20, 2005. She now makes \$13.71/hr. as a Sandblasting Lab Technician. After completion of her training she will be receiving a raise and a salary commensurate with her former employment.

Valerie is very pleased with the services that SCMW! has provided her. She would recommend and encourage anyone who is having difficulty in finding suitable work to come and take advantage of the wide array of services that are available at no cost to the customer.



South Central Michigan Works!

PY 2005 Reemployment Services Initiative Success Story

David Suits

David Suits was identified by the Unemployment Insurance Agency as someone who may have difficulty getting back into the workforce. On March 30, 2006, he came to South Central MI Works! Hillsdale Service Center to attend the Re-employment Workshop. "I hadn't been in the job search market for 30 years so I didn't know what to expect at all," Suits explained. After learning valuable information on how to conduct a job search in today's market, he met one-on-one with staff to revamp his resume. It was during the Resume Consultation that staff matched his qualifications perfectly with a job order they had received from an employer earlier that morning. On May 22, the company hired Suits. "Everyone was very helpful," Suits said, "I feel very confident that anyone that truly is seeking a job will find results through South Central MI Works!"



South Central Michigan Works!

PY 2005 Reemployment Services Initiative Success Story

Karen Jackson

Karen Jackson registered with the Jackson Service Center in September 18, 2005 for Reemployment Services. Karen was a machine operate at Maci for approximately two years then went to Worthington Specialties for five months making \$9.50/hr. She was then laid off from Worthington.

Karen attended the Resume Writing and Job Search Planning Workshop and was also given a resume consultation. Karen was assisted with a professional resume, interview tips and job search tips.

Karen signed up to take her CENA test at Jackson Area Career Center and was successful. She started orientation on February 5, 2006 at Jackson Medical Care Facility with a starting pay of \$11.55/hr.

This is a career change for Karen and she is looking forward to pursuing her career in the medical field. She is very excited and thanks South Central for all of their hard work.



Southeast Michigan Community Alliance (SEMCA) Michigan Works!

PY 2005 Reemployment Services Initiative Success Story

Darlene Weisbecker

Darlene Weisbecker understood the Will Rogers quote, “Even if you’re on the right track, you’ll get run over if you just sit there.” Darlene was a displaced worker because of a plant closure at Delta-Lear Corporation in Monroe, Michigan. She was released on 8/5/2005. She had grown comfortable working close to home at a wage of \$14.78 per hour as a Shipping Clerk, which enabled self-sufficiency.

Darlene had to shift her mentality. She had never formally interviewed, as she obtained jobs based on networking. Darlene found herself battling the concerns generated by long-term unemployment. Understandably, she struggled with nailing that ideal job. However, Darlene knew she had to take action. Although Darlene was networking with friends, family, and former colleagues, she knew more was necessary in order not to “get run over.”

Darlene attended the Profiling program on 9/13/2005. Job Developer/Profiling Coordinator Julie Montri met with Darlene to complete an Individual Service Strategy (ISS) and update her resume on the Michigan Talent Bank. Darlene was also scheduled to attend the Mock Interview workshop, which discusses communication and interview techniques.

She told Montri how she worked her way up at Delta-Lear from Production Worker to Shipping & Handling Coordinator. She had accumulated 16 years of related work experience and credits toward an Associates degree. Fortunately, Darlene had a persistent attitude. However, it seemed that all avenues she explored did not result in a job.

Darlene attended the workshop on 9/23/2005. At that time, Darlene had completed the requirements of the Profiling program. She was thinking of returning to Monroe County Community College to take additional classes. No further services were scheduled at that time.

On December 28, 2005, Darlene contacted Montri. She indicated that she had an interview Friday at Lowe’s. She expressed that she had been doing much networking, but found that employers were not hiring until the first of the year. She had made connections at Tecumseh Products and National City Bank to no avail. Montri contacted Cindy Ellison at Monroe Bank & Trust, a local bank, on Darlene’s behalf. After continued contact and no job resulting, Montri brought Darlene’s file to a weekly meeting where staff case manage customers.

Montri received approval from the case management team at Monroe’s Michigan Works! office to register Darlene for Workforce Investment Act, Dislocated Worker (WIA DLW) services on 2/16/2006. At that time, Darlene was considering medical office training. Montri scheduled Darlene to meet with Brenda Shopshire, LPC, for career assessment. When Brenda spoke with Darlene, she indicated that she changed her mind and wanted to continue job searching. In the meantime, Darlene’s resume had been updated again and sent to various employers.

Darlene kept an upbeat attitude, but was growing concerned about her finances and a growing work gap. Montri and Darlene continued to work together to obtain employment.

After more interviews and job testing, Darlene was offered a Warehouse Worker position at Plastech making \$9.85 per hour. She began on 2/27/2006. She was called in to interview for another position as a Shipping Clerk on her first day of work. Montri verified employment information, showing that Darlene was making \$14.42 per hour. What a pay increase so quickly! She was nearly at the wage she left at Delta-Lear after years on the job.

Despite Darlene's relief at having a new job still close to home, she expressed concerns about her job on 4/10/2006. She was told she would receive benefits at 30 days, but then was told otherwise. As a self-supporting individual, Darlene needed benefits. A friend of hers began advocating for her to obtain employment at another local company, National Galvanizing. On 4/11, she confirmed that she interviewed with National Galvanizing and they offered her a position. Although the pay was lower, it offered benefits after 30 days. It also provided an opportunity to receive bonuses.

Darlene certainly never "sat there" to be "run over" during her job search. She utilized services provided from Michigan Works, as well as her network of friends and colleagues. As of 5/16/2006, Darlene's employment was verified by human resources personnel at National Galvanizing. She is working at a wage close to that of her former job, which is an accomplishment in this challenging economy. Darlene maintained a positive attitude, despite moments of doubt and fear. Obviously, Darlene Weisbecker is a sure example of success



Southeast Michigan Community Alliance (SEMCA) Michigan Works!

PY 2005 Reemployment Services Initiative Success Story

Jennifer Wiley

Jennifer Wiley attended the Profiling session at MWA - Monroe Service Center on September 12, 2005 at 1:30 pm. Jennifer was a voluntary Profiler whose strong interest in a quick return to work caught the attention of Case Manager, Julie Smith. An Individualized Service Strategy (ISS) was completed, illustrating Jennifer's interest in attending massage therapy school after obtaining employment. Smith also reviewed Jennifer's Michigan Talent Bank (MTB) resume to ensure it enticed employers. Jennifer attended the Mock Interview workshop on September 16, 2005; workshop attendance is a requirement at the Monroe Service Center.

Smith ran Jennifer's pre-registration information for the Workforce Investment Act (WIA) and found her to be eligible, as she was laid off from a declining field and collecting unemployment. After presenting Jennifer's file to the case management team at the Monroe Service Center, the team decided she was an appropriate fit for WIA services, which would offer additional individualized job search and retention services.

Smith registered Jennifer as a WIA Dislocated Worker on September 23, 2005. Jennifer then began working with Julie Montri, job developer/profiling coordinator on October 4, 2005. Montri created another resume for her, which focuses on core skills and is formatted differently than the MTB resume. They began job search planning. Montri offered specific workforce information. Montri sent Jennifer's resume to places like Bartech, Platinum Recruiting, the University of Toledo, Libbey Corporation, Rolled Alloys, Notre Dame Academy, Development Dimensions, Inc., ESDI Consulting, and many other blind ads and postings from the MTB. Her resume was also sent to Family Medical Center. After several interviews in November, Jennifer was offered a position at Family Medical Center's Temperance location.

Before Jennifer was laid off from her position as an Administrative Assistant at La-Z-Boy Inc., she made \$12.00 per hour. She completed data entry, answering phones, filing, and customer service. However, when her pre-registration was reviewed for the services, her wages showed up as \$265 per week. After obtaining her new receptionist position at Family Medical Center, her gross income will exceed the previously weekly wages by \$115 per week.

Jennifer began working at Family Medical Center in Temperance on 12/7/05 as a Receptionist making \$9.50 per hour. She works 40 hours per week. Her relationship with Bartech was generated as a result of working with her job developer. Jennifer's schedule is flexible enough to allow her to return to school for massage therapy. She is on a career path that began with re-employment and will continue with further training.

Jennifer is a Profiling success story, as she was able to make use of the services offered at the Profiling information session, attend a valuable workshop, and be channeled into another funding stream to receive more comprehensive, individualized job search and retention services.



Thumb Area Michigan Works! Employment Training Consortium

PY 2005 Reemployment Services Initiative Success Story

Nadine Brandt

Nadine Brandt came into the Thumb Area Michigan Works! Service Center on May 28, 2005 for Reemployment Services. Unfortunately, she was no stranger to the system. A couple of years prior, she had lost her job due to a plant closing at Lear Corporation. Since that time, she had secured employment at Regency Plastics as a laborer earning \$7.20 per hour and was now facing another lay-off. Her spirits were low and her confidence shaken as she tried to determine the best course of action to take in order to support her family. Being a single parent was scarier now than ever before.

Determined to start a new career in a field that had a positive forecast for longevity, she researched her options and decided on a career in the healthcare industry as a CENA. In the meantime, she took advantage of several services available to her including job search planning and vocational guidance.

She was enrolled in classroom training through the Workforce Investment Act for CENA training at St. Clair County Community College. She also received supportive services such as mileage assistance, uniforms and required books and equipment for her training. She successfully completed training on October 28, 2005. By November 9, 2005, she secured employment with Evergreen Home Care and Personal Services as a CENA earning \$10.00 per hour with full benefits to follow in 90 days.

Nadine is very thankful to Thumb Area Michigan Works! Agency and is proud of her accomplishments as are the Customer Service Managers who helped her to succeed.



Washtenaw County Michigan Works! Employment Training and Community Services Group

PY 2005 Reemployment Services Initiative Success Story

Derrick George

Derrick George first came into the Washtenaw County Michigan Works! Service Center in January 2006 as an unemployment claimant. Derrick lost his job with Forest Health Services in Ypsilanti, Michigan where he was employed as a Collections Representative. At the time of his layoff he was making approximately \$18.00 per hour.

During Derrick's initial visit to the Michigan Works! Service Center he was assisted in registering for work by entering his resume on the Michigan Talent Bank. He spent time with a Customer Services Representative learning techniques for interviewing and how to overcome barriers to employment that he was facing. He was also informed of the workshops and other services and programs that were available to him at the One-Stop Center.

Derrick states that the information he received assisted him greatly during his job search endeavors. He benefited from using the resources available at the Michigan Works! Service Center.

Today, Derrick is employed with a company in Belleville, Michigan. Since beginning this job in May 2006, he has received two promotions and is currently the Manager of Billing and Collections earning \$22.50 per hour where he provides supervision over two very busy departments.



Michigan Works! West Central

PY 2005 Reemployment Services Initiative Success Story

Norma Kilgore

Norma came into the Reed City Michigan Works! office as a voluntary profiling participant. She was employed as a supervisor in Nutrition Services for 22 years and her position was terminated on August 31, 2005 due to restructuring. She was earning \$14.72/hr.

Norma's first contact with us was at the profiling orientation. We created an Individual Service Strategy and Action plan. She also attended the Job Search Workshop on this day and learned about how to effectively use a resume, complete an application, find job openings in today's economy, identify her skills, and most importantly she learned how to give a good impression in the interview. Norma was concerned about discussing her termination on applications and in an interview.

Norma returned to the Michigan Works! office frequently to receive assistance in creating a great resume, researching new career fields, obtaining job referrals, and learning about the job search process. Norma states, "It had been years since I had to look for and interview for a job. I was impressed by all the little hints they gave me that I had never thought of."

On January 5, 2006, Norma began working as a Patient Access Assistant making \$10.07/hr. This position allows her to continue working in a medical environment but in a new position that allows for continuing education and certification. This training will allow her to increase her wages quickly and have more opportunity for growth and advancement.

Norma came in to the Michigan Works! office recently and stated, "The most important thing to me was there was always someone here willing to help. Everyone was always friendly and offering words of encouragement and hope, something that is so important when you feel so alone and desperate."



Michigan Works! West Central

PY 2005 Reemployment Services Initiative Success Story

Nick Renne

Nick visited the Reed City Michigan Works! office location in response to his Reemployment Services invitation for the February 24th orientation meeting. Nick was seeking employment opportunities in the area, having recently been honorably discharged from the United States Air Force on December 1, 2005 earning a.

During the orientation, employment services staff worked with Nick to create an Individual Service Strategy/Action Plan that provided a better understanding of Nick's employment interests and skill areas needing improvement in order to reach his employment goal. Nick was also referred to the WIA/DLW program for additional services, received assistance with updating his Talent Bank resume and completed the T.A.B.E. (Test of Adult Basic Education) Testing. In addition, the employment services staff guided Nick through a search of various other websites for resources/job opportunities matching his career interests.

Having previously worked as an *Aircraft Maintenance Tech*. In the military, Nick struggled with finding local employment opportunities that coincided with this field of work. He was, however, interested in employment within the Ice Mountain water bottling facility in Stanwood and completed the application for an available *production technician* position. Although not directly related to aircraft, Nick felt strongly that many of his trouble-shooting skills and previous maintenance technician experience would be transferable into a manufacturing/production environment.

Enthusiastically, Nick accepted employment with Ice Mountain and was offered an On The Job Training opportunity through the Dislocated Worker Program beginning April 10th, 2006. Nick has completed the OJT (June 12th, 2006 or 320 hrs.) as a Production Technician, earning \$17.70 an hour and continues employment with Ice Mountain. Nick appreciated all of the assistance he received from employment services and WIA staff, as he is now able to provide for his family again all while remaining close to home.



Michigan Works! West Central

PY 2005 Reemployment Services Initiative Success Story

Jeff Taylor

Jeff Taylor visited the Fremont Michigan Works! office on October 7th 2005, in response to a voluntary invitation he received for re-employment services orientation. Having earned \$11.80/hour as a Level "B" Operator at the time of his lay off from Cascade Engineering, back in August 2005, Jeff had become discouraged with the lack of results in his recent job search.

Employment services staff assisted Jeff with updating his MTB resume as well as with job search strategies, and immediately recognized a few barriers to employment he would need assistance with, in order to become marketable within his desired career field. Employment services staff referred Jeff to the WIA program for further services/assistance since he was interested in pursuing professional driving opportunities, but lacked a high school diploma and a Commercial Drivers' License certificate.

While pursuing services through the WIA program, Jeff continued to receive job referrals and resume assistance from employment services. Feeling motivated to re-enter the workforce in order to provide for his family, Jeff actively sought out all training and/or employment options available to him at that time. Employment services staff referred Jeff to the Schneider Trucking Co. and relayed necessary contact information in hopes that he could begin training as soon as possible. Jeff made contact with Schneider Trucking, completed their on-line application, and an interview was scheduled following his telephone call to the company. Shortly after Jeff's interview, he was sent to Green Bay Wisconsin for training with a follow-up for DOT training in Michigan. Jeff was ecstatic at the possibility of employment/training and could not thank the employment services staff enough for their tremendous help!

Jeff successfully started training on March 31, 2006 and is currently an employee at Schneider Trucking, earning an hourly rate of \$15.00. Jeff recently contacted Michigan Works! West Central with an update on his new career, stating that he has renewed confidence in the options available to him since completing training, and wanted to relay a big "thank you" for the assistance he received from the employment services staff at the Fremont/Newaygo County Michigan Works! office.



Western Upper Peninsula Michigan Works!

PY 2005 Reemployment Services Initiative Success Story

Kevin Parsons

Kevin Parsons was laid off from Northern Hardwoods in South Range due to lack of work in March of 2006. He was a Lumber Grader earning \$13.25/hr. The company filed a petition for Trade Act and was accepted, since the 30-plus workers laid off were a direct result of competition from foreign markets. Michigan Works! staff met with Kevin on several occasions to develop employability and training plans. Earlier in the year, Michigan Works! responding to requests by local employers developed a locally offered Class A CDL Truck Driving Training opportunity. Fortunately for Kevin, this has always been a dream of his, to obtain his Class A CDL. Kevin was enrolled in this training in May 2006.

Kevin successfully completed the training in May and was hired by Roehl Trucking as a Truck Driver with a starting wage of \$13.00/hr.



Western Upper Peninsula Michigan Works!

PY 2005 Reemployment Services Initiative Success Story

Robert Armstrong

Robert Armstrong was making \$13.79 per hour when he was laid off from Waste Management in October 2005. He came to the MWA in Caspian to obtain information about filing for Unemployment Insurance. During this time, and for several visits thereafter, Michigan Works! provided Mr. Armstrong with labor market information, job search guidance, and resume assistance.

Mr. Armstrong, a single parent, was an active job seeker. He followed up on any leads, completed application forms, and visited the MWA on many occasions. His referral to Lake Shore of Iron River resulted in being hired on November 20, 2005 as a welder. He has completed all phases of his 90-day training period, including testing, in-house training, and further skill development. He started at Lake Shore at a rate of \$8.50 per hour and will now be earning \$13.25 per hour because of his 90-day training successes. Completion of other in-house training will enable him to earn even more in the near future.

He is very happy at Lake Shore.

Reemployment Services Initiative

Plan Narratives

Name of Agency:

Area Community Services Employment and Training (ACSET) Council

Reemployment Services Provided:

Resume-Writing Assistance: one-on-one resume assistance will be provided on a weekly basis to as many UI eligible claimants as the available resources permit. Resumes for which one-on-one assistance is provided during a four-hour period and will reflect the following criteria:

- Complete and accurate contact information
- No spelling or grammatical errors
- Contains a statement of the employment objective that is appropriate to the employment being sought
- No references to age, marital status, children, or disabilities
- Complete and accurate information about educational background, including degrees, professional certifications, etc.
- Includes a work history that focuses positively on past accomplishments
- Includes any additional training, computer skills, or foreign languages skills
- Uses positive, action words to describe past accomplishments

Interviewing Skills: Topics to be covered for the interviewing skills component of the workshop will be covered during a four-hour period and will include:

- Practice questions
- Mock interviews
- How to identify one's transferable skills
- Team practice sessions
- Videotaping and analysis of practice interviews
- Appropriate interview attire

The Job Search Workshop will also cover other topics as appropriate.

Assessment and Testing: Tests of Adult Basic Education (TABE) testing will be used to identify other topics that need to be covered. The TABE assessment will be administered during a two-hour period.

Funds allocated to the Workforce Development Board:

\$100,421.00

Name of Agency:

Berrien-Cass-Van Buren Michigan Works! Agency

Reemployment Services Provided:

- Talent Bank resume assistance
- Talent Bank job search assistance
- Referral to Work First Job Club
- Reference checks
- Career Interest Inventories (CEI, SDS, MOIS)
- Grievance procedures
- Bonding assistance
- Referral to partner agencies
- Referral community services
- Fax machine
- Copy machine
- Resume paper
- Mailing service
- Phone access
- Civil Service applications and registrations
- Resource room access (word processing programs, Open Options, MOIS, Typing programs, and Instructional manuals)

The following mediated Reemployment Services will be provided;

- Job Search Planning
- Resume Assistance (wording and formatting)
- Job developing
- Career Guidance
- Employment testing
- Other testing as determined

The services will be delivered through the MW Employment & Resource Centers (One-Stop Centers). The services provided will vary based on the need of the customer.

Funds allocated to the Workforce Development Board:

\$36,962.00

Name of Agency:

Calhoun Intermediate School District

Reemployment Services Provided:

Job Development: The Michigan Works! ES staff will conduct some job development activities for specific customers for whom there is no suitable job listing in the Michigan Talent Bank. This may include using other websites, the local classified advertising and phone or in-person contacts with specific public or private sector employers.

Job Search Planning: The Individual Service Strategy (ISS) will include the necessary steps and timetable for the customer to obtain employment. Michigan Works! ES staff will use the ISS format in the One-Stop MIS to document the reemployment plan developed for the customer.

Job Search Workshop: Topics include, but are not limited to: developing job leads, local labor market information, application completion, resume writing and development, interviewing skills, follow-up techniques, etc.

Resume Writing Assistance: The Michigan Works! ES staff will provide resume writing assistance to the Targeted Industries customers. The customers will receive instruction relating to the content and format of professional resumes and cover letters.

Employment Testing: The Michigan Works! ES staff will use O*NET tests (O*NET Ability Profiler, O*NET Interest Profiler, O*NET Work Importance Locator and O*NET Work Importance Profiler) for Profiled customers who require additional assistance in determining a new career direction.

These Reemployment Services will be delivered by staff hired by the Employment Service provider under this grant. The Reemployment Service staff will provide the Profiling Orientations and work with designated claimants involved in program activities. It is anticipated that the reemployment services will be delivered on an individual basis, similar to the delivery of mediated services. Some of the services, such as the job search workshops or resume writing instruction, may be conducted in small groups.

Funds allocated to the Workforce Development Board:

\$30,477.00

Name of Agency:

Capital Area Michigan Works!

Reemployment Services Provided:

- Job Development: Telephone and person-to-person employer contact. One-on-one
- Employment Testing: Using MDLEG-approved tests. One-on-one and/or group sessions
- Career Guidance: Researching careers, providing information and materials to claimants. One-on-one and/or group sessions
- Job Search Planning: Individualized plan with timelines for achieving employment. One-on-one
- Job Search Workshops: Providing labor market information, instructions on completing applications, and learning interviewing techniques. One-on-one and/or group sessions
- Resume Writing: Helping claimants develop professional resumes and cover letters, either on a one-on-one basis or in group sessions
- Employment Testing: Contractors will only use endorsed tests when testing program participants.

Funds allocated to the Workforce Development Board:

\$49,556.00

Name of Agency:

Career Alliance Inc.

Reemployment Services Provided:

- **Job Development:** Job development contacts are made by telephone or in person with a specific public or private employer. These are attempts to solicit a job interview for a specific job for a specific applicant for whom there is no suitable job listing in Michigan Talent Bank.
- **Job Search Planning:** Job search plans are developed to assist UI claimants to achieve employment. A job search plan includes the specific steps that must be taken and the timetables that should be followed to reach employment goals. The Individual Service Strategy (ISS) in the One-Stop Management Information system (OSMIS) will be used to document the reemployment plan developed for the UI claimant.
- **Job Search Workshop:** The workshop topics typically include: Resume Writing, Labor market information, Application completion, Interviewing techniques, Job lead identification
- **Assessment and Testing Services:** MWA will use ESA endorsed tests for the purpose of assessing claimants' work-related skills. The endorsed tests used will be Work Keys, Tests of Adult Basic Education (TABE), Wonderlic Personnel Test (WPT) and The Employee Reliability Inventory (ERI).
- **Career Guidance:** involves assisting job seekers to gain a better understanding of themselves in relation to the world of work. Appropriate employment counseling enables job seekers to make better, more realistic decisions about choosing or changing occupations.
- **Providing Specific Labor Market Information (LMI):** This information contains specific information about occupational staffing patterns, hiring patterns, working conditions, and rates of pay for specific occupations. This service is offered every day all day.
- **Interviewing Techniques:** assistance will provide instructions to job seekers on the content and format of skill interviewing techniques. Assistance in preparing for an interview will also be provided as needed. This service is offered one on one every day all day.
- **Resume Writing Assistance:** Resume writing assistance will provide instructions to job seekers on the content and format of resumes and cover letters. Assistance in preparing these documents will also be provided as needed

Funds allocated to the Workforce Development Board:

\$76,807.00

Name of Agency:

Central Area Michigan Works! Consortium

Reemployment Services Provided:

- **Job Development:** Contacts made by phone or in person with a specific public or private employer. An attempt to solicit a job interview for a specific job for a specific applicant for whom there is no suitable job listing in Michigan's Talent Bank. Direct contact with employees is facilitated on behalf of the client by merit staff.
- **Job Search Planning:** A plan developed for an applicant that includes the necessary steps and timetables to achieve employment, completed by the participant and the case manager during the individual assessment process and updated as needed.
- **Job Search Workshop:** One-three day seminar designed to provide participants with knowledge that will enable them to find jobs. Subjects are not limited to, but should include labor market information, application completion, resume writing, interviewing techniques, and job lead identification. Group sessions are scheduled each month. Individual service is also available to meet specific immediate needs of the claimant.
- **Employment Testing:** The Michigan Works! contractor will use ESA endorsed tests to assess reemployment services participants. The endorsed instruments are Work Keys, Tests of Adult Basic Education (TABE), Wonderlic Personnel test (WPT), the Employee Reliability Inventory (ERI), O*NET Ability Profiler, O*NET Interest Profiler, the O*NET Work Importance Locator, and the O*NET Work Importance Profiler.
- **Résumé Writing:** Provide instructions to job seekers on the content and format of résumés and cover letters. Assist job seekers to develop résumés and cover letters. Group workshops include résumé development information. Merit staff also provides individual service, including résumé updates.

Funds allocated to the Workforce Development Board:

\$25,858.00

Name of Agency:

City of Detroit Employment and Training Department

Reemployment Services Provided:

The types of reemployment services to be provided include job development, job search planning, job search workshops, and job finding clubs.

Job Development: An employment service interviewer will act as a job developer contacting specific public and private employers to support placement of persons in the targeted industry group. Job interviews will be arranged, by telephone or in person, for a specific job for a specific applicant for whom there is no specific job listing in the Michigan Talent Bank. Interviews will be arranged for jobs that fit targeted applicants' skills and experience. A supportive service, community voice mail will be provided to ensure adequate contact between employer and participant.

Job Search Planning: An Individual Service Strategy (ISS) plan will be developed for each participant that will include the necessary steps and timetables to achieve employment. The ISS within the Management Information System will document progress towards achieving employment and/or referrals to (1) assessment and testing services and (2) employment counseling and training.

Job Search Workshops: Job Search Workshops will be conducted one day a week for approximately six hours with components on Labor Market Information (LMI), application completion, resume writing assistance, career exploration, how to dress for success, interviewing techniques, and job lead identification.

Employment Testing: The Detroit MWA will only use BWP-endorsed tests for this purpose. The endorsed instruments are Work Keys, Tests of Adult Basic Education (TABE), Wonderlic Personnel Test (WPT), the Employee Reliability Inventory (ERI), Work Keys Assessments, O*NET Ability Profiler, O*NET Interest Profiler, the O*NET Work Importance Locator, and the O*NET Work Importance Profiler.

Career Guidance: Career guidance is the provision of information, materials, suggestions, or services that are intended to assist the claimant in making occupation or career decisions. Any merit staff may provide this service.

Resume Writing Assistance: The Detroit MWA will provide instructions to job seekers on the content and format of resumes and cover letters as well as assist job seekers in developing resumes and cover letters.

Funds allocated to the Workforce Development Board:

\$235,468.00

Name of Agency:

Eastern Upper Peninsula Michigan Works!

Reemployment Services provided:

Job Search Workshop

Components: Orientation to services available through the Michigan Works! One-Stop Center, overview of resume writing and interviewing skills. How and When Services Will Be Delivered: Profiled claimants will be notified to attend this workshop, which will be held at the One-Stop Center weekly, or as often as possible, depending on claimant lists and available resources. Number of Hours of Participation: One to 1 ½ hours

Resume Writing Assistance

Components: Provide examples of cover letters and resumes and assist job seekers in producing same, with high quality content and appeal. How and When Services Will Be Delivered: This service will be made available at the center during normal business hours. It may occur after the customer's initial visit or during a subsequent visit, depending on the needs of the customer. Number of Hours of Participation: Variable, depending on the customer, but averaging one hour.

Interviewing Skills Workshop

Components: Making a good impression, interview checklists, practice questions, and appropriate follow-up. How and When Services Will Be Delivered: This service will be scheduled monthly at the One-Stop Center during normal business hours. Number of Hours of Participation: Variable, depending on the customers, but averaging one to two hours.

Career Guidance

Components: Includes the provision of information, materials, data and suggestions that are intended to assist the customer in making occupational or career decisions. How and When Services Will Be Delivered: This service will be made available at the center during normal business hours. It may occur during the customer's initial visit or during a subsequent visit, depending on the needs of the customer. Number of Hours of Participation: Variable, depending on the customer, but averaging 1 to 2 hours.

Funds allocated to the Workforce Development Board:

\$235,468.00

Name of Agency:

Kalamazoo-St. Joseph Michigan Works!

Reemployment Services Provided:

Job Search Planning: This is a strategy developed for the participant that identifies the necessary steps in the job search process, activities that will enhance the effectiveness of their job search, and a timetable within which to achieve employment. This activity is conducted on an individualized basis, based on the specific needs and schedule of the individual. Supporting topics are also addressed in weekly job search workshops. This portion of the service strategy will require approximately one hour with the customer.

Assessments and/or Employment Testing (Optional): The provision of career interest assessments and/or employment testing **may** be used if it would benefit the employability enhancement of a customer. When appropriate, the MWA will only use BWP endorsed tests for this purpose.

Career Guidance: Career guidance is the provision of information, materials, suggestions or services that are intended to assist the claimant in making occupational or career decisions. Informational materials in both hard copy and electronic format are reviewed with customers and made available to customers through the one-stop resource center. Additional career interest assessments may be used depending on the need and expressed interest of the customer.

Resume Assistance: This activity provides instruction on the content and format of résumés and cover letters with the expressed purpose of developing an effective resume and cover letter based on the area of work that the claimant is seeking. Resume assistance will focus on two basic principles: (1) There are no firm rules on writing a good resume and (2) every resume can be different, but there are some basic guidelines that must be used in the preparation of a well-written document.

Job Development: This job development function is defined as contact made by telephone or in person with a specific public or private employer for the expressed purpose of securing a job interview for a specific job for a specific applicant for whom there is no suitable job listing in the Michigan Talent Bank. This is a staff assisted activity.

Funds allocated to the Workforce Development Board:

\$35,258.00

Name of Agency:

Livingston County Michigan Works!

Reemployment Services Provided:

The type of reemployment service that will be provided will be Job Search Planning, Job Search Workshop and Resume Writing Assistance. Components are not limited to, but will include: labor market information, application completion, resume writing, interviewing techniques, and job lead identification. Job Search Planning services are provided for the selected UI eligible claimants by individual appointment or during the scheduled workshops depending upon the availability of resources. Resume Writing Assistance will be provided on an individual appointment basis.

The workshop will be a short seminar designed to provide participants with knowledge that will enable them to find jobs. Workshops will be scheduled on a monthly basis. Each workshop will be 1.5 to 2 hours. The average number of participants per workshop will be approximately five to ten. The topics covered will be:

- Resume Formats
- Marketing yourself to Employers

The interviewing skills components of the workshop are as follows:

- Practice questions
- Mock interviews
- How to identify one's transferable skills
- Appropriate interview attire

Resumes for which one-on-one assistance is provided will reflect the following criteria: complete and accurate contact information; no spelling or grammatical errors; contains a statement of the employment objective that is appropriate to the employment being sought; no references to age, marital status, children, or disabilities; complete and accurate information about educational background, including degrees, professional certifications, etc.; includes a work history that focuses positively on past accomplishments; includes any additional training, computer skills, or foreign languages skills; uses positive, action words to describe past accomplishments.

Funds allocated to the Workforce Development Board:

\$14,363.00

Name of Agency:

Macomb - St. Clair Workforce Development Board, Inc.

Reemployment Services provided:

Resume Foundations: A two-hour workshop that provides tips on writing an effective resume, discusses different resume formats and style techniques and that includes a discussion on the required and optional sections of a resume as they pertain to particular types of job openings. Resume Foundations is offered twice each month at each of the four service centers.

Employment Applications: A one-hour workshop that covers the importance of properly filling out a job application. The discussion in this workshop covers why employers use applications to solicit new workers, the right and wrong way to fill out an application, tips on filling out an application, and how to respond to “problem questions”. “Employment Applications” is offered twice each month at the Clinton Township, Port Huron, and Roseville Service Centers.

Cover Letters: A two-hour workshop on why a resume should be accompanied by a great cover letter. Topics include the purpose of a cover letter, how cover letters are used, a review of some sample cover letters, and tips on constructing your own cover letter. Cover letters is offered twice each month at the Clinton Township, Port Huron, and Roseville Service Centers.

Interviewing Skills: A two-hour workshop on how to prepare for a job interview. Topics include how to research the employer prior to the interview, the proper attire for an interview, the etiquette that one should display at an interview, and how to answer tough questions. This workshop includes some role-playing in which the participants take part in a mock interview that is critiqued by the instructor and the other participants. Interviewing skills is offered twice each month at each of the four Service Centers.

Job Search: A two-hour workshop that approaches the job search as a full-time job in itself. This workshop focuses on multiple job seeking options including networking, use of the local newspapers, job fairs, private employment service agencies, unions, and the Internet. Job Search is offered twice each month at the Mt. Clemens and the Port Huron Service Centers, and once a month at the Clinton Township and Roseville Service Centers.

Funds allocated to the Workforce Development Board:

\$139,504.00

Name of Agency:

Muskegon/Oceana Michigan Works!

Reemployment Services provided:

Job Development. The MWA's Marketing Representatives will make job development contacts of approximately 30 minutes per employer, either by phone or in person. These contacts will be conducted with specific public or private employers, in order to ascertain a job interview for a specific job, for a specific applicant for whom there is no appropriate job listing in Michigan Talent Bank.

Job Search Planning. An individual services strategy (ISS) will be developed for each client. The ISS will include the necessary steps and timeframes to achieve employment. The ISS will be stored in the OSMIS. Job Search Planning is planned at approximately 2 hours per client.

Job Search Workshop. The job search workshop will consist of a 1-3 day seminar designed to provide participants with knowledge that will enable them to find jobs. The topics will include labor market information, application completion, resume writing, interviewing techniques, and job lead identification. The workshops will have a minimum of 6 hours total of active classroom time.

Employment Testing. Only BWP- endorsed tests will be used for employment testing. These include Work Keys, Tests of Adult Basic Education (TABE), Wonderlic Personnel Test (WPT), the Employee Reliability Inventory (ERI), Work Keys Assessments, O*NET Ability Profiler, O*NET Interest Profiler, the O*NET Work Importance Locator, and/or the O*NET Work Importance Profiler. Client testing is planned at approximately 3 hours per client.

Career Guidance. Qualified employment counselors will assist job seekers in gaining a better understanding of themselves in regards to the world of work. Job seekers will be provided information, materials, suggestions or services that will assist the claimants in choosing or changing occupations rationally and in making appropriate career decisions. Career guidance sessions are approximately 2 hours in duration per client; however, as with all reemployment services, time frames are determined by individual client needs.

Resume Writing Assistance. Instructions will be provided to the job seekers on the content and format of resumes and cover letters. They will also be provided assistance in developing resumes and cover letters. Resume Writing Assistance is generally 2 hours in duration per client.

Funds allocated to the Workforce Development Board:

\$32,142.00

Name of Agency:

Northeast Michigan Consortium

Reemployment Services provided:

Job Development

A job development contact is a contact made by telephone or in person with a specific public or private employer. It is an attempt to solicit a job interview for a particular applicant in a specific job when there is no suitable job listing in Michigan's Talent Bank.

Job Search Plan

A plan developed for an applicant that includes the necessary steps and timetables to achieve employment.

Job Search Workshop

A seminar designed to provide participants with knowledge that will enable them to find jobs. Subjects should include, but are not limited to: labor market information, application completion, resume writing, interviewing techniques, and job lead identification.

Employment Testing

Staff may only use BWP- endorsed tests for this purpose. The endorsed instruments are Work Keys, Tests of Adult Basic Education (TABE), Wonderlic Personnel Test (WPT), the Employee Reliability Inventory (ERI), Work Keys Assessments, O*NET Ability Profiler, O*NET Interest Profiler, the O*NET Work Importance Locator, and the O*NET Work Importance Profiler.

Career Guidance

Career guidance is the provision of information, materials, suggestions or services that are intended to assist the claimant in making occupation or career decisions. Any merit staff may provide this service.

Resume Writing Assistance

The ES staff will provide instructions and assistance, either manually or electronically, to jobseekers on the development of a Resume, Cover Letters, Thank-You Notes, Letters of Inquiry, and Letters of Introduction.

Funds allocated to the Workforce Development Board:

\$26,366.00

Name of Agency:

Northwest Michigan Council of Governments

Reemployment Services provided:

Job Search Planning: Individual appointments will be made with a Northwest Michigan Works! Career Advisor to conduct an initial assessment of the claimant's employment goals, interests, employment history, educational background, job related skills, and barriers to employment. An Individual Service Strategy (ISS) will be developed jointly by the claimant and Career Advisor and will outline the reemployment activities recommended to facilitate a speedy return to work. For each step, the ISS will show a targeted time frame, where the service can be obtained the date of the referral made for that service, and the expected outcome or objective to be achieved. The ISS is designed to be an on-going and evolutionary document.

Career Guidance: As stated previously, Career Advisors will provide individualized career guidance to participants that may include: employment counseling, assistance with career research, assistance in pursuing financial aid and training options or accessing community resources and supportive services.

Job Search Workshops: Reemployment services will include group activities, such as job search workshops, covering such topics as labor market characteristics, job targeting, transferable skills, networking, resume development, employer expectations, telephone techniques, application preparation, interviewing skills, etc. In conjunction with the workshops, weekly network groups will be held to provide job seekers with the opportunity to interact with other participants to discuss common problems and issues related to employment. The groups are effective in reducing the isolation that unemployed individuals often feel, and provide a vehicle for improving self-esteem, creating motivation, and fostering group networking, support and feedback on the job search effort.

Interviewing Skills Workshops: Interviewing skills are covered in the job search workshops. Stand-alone workshops (2 hours in duration) are also held in some of the centers, focusing on more intensive instruction about interviewing skills. The content in both of the workshops includes the do and don't of interviewing, proper attire, sample employer and interviewee questions. Assistance on how to address such problem areas as: little or no work experience, a poor work history, a negative termination from employment, criminal history, etc. is also provided. Ample opportunity is also given for role-play and practice interviewing.

Resume Writing Assistance: Group resume labs are offered for in-depth assistance in preparing resume or cover letters. The labs will be offered once a week for one or two hours. One-on-one assistance is also available when needed.

Funds allocated to the Workforce Development Board:

\$42,511.00

Name of Agency:

Oakland County Michigan Works!

Reemployment Services Provided:

- Job Development – The MWA’s Service Centers may contact employers in person, by telephone, or by mail to solicit a job interview for a specific job for a qualified job seeker.
- Job Search Workshops – Job Search Workshops will provide instruction on resume writing, preparation of job applications, interviewing skills, and/or development of job leads as an organized group activity.
- Job Search Planning – The MWA’ Service Centers will develop, with and for job seekers, a plan that outlines a series of actions designed to lead to employment. Job Search Plans include the steps necessary and the timetables required to obtain employment in a specific occupation, industry, or geographic area. Job Search Plans also specify the employment and training services that the job seeker needs to obtain a job. Job Search Plans are not necessarily written documents.
- Job Finding Clubs – Although they are similar to Job Search Workshops, Job Finding Clubs also include a structured, supervised application component that typically lasts from one to two weeks. During this time, job seekers apply what they learned in the workshop and attempt to attain jobs.
- Assessment and Testing Services – As appropriate, the MWA’s Service Centers will administer eligible UI claimants one or more of the following BWP-endorsed tests: Work Keys, Tests of Adult Basic Education (TABE), the Wonderlic Personnel Test (WPT), the Employee Reliability Inventory (ERI), Work Keys Assessments, the O*NET Ability Profiler, the O*NET Interest Profiler, the O*NET Work Importance Locator, and the O*NET Work Importance Profiler.
- Career Guidance – Trained merit staff members from the MWA’s Service Centers will give information, answer questions or find information about vocational topics, career websites, and other self service job search tools.
- Specific Labor Market Information – The MWA’s Service Centers will provide information to job seekers concerning occupational staffing patterns, hiring patterns, working conditions, and the rates of pay for specific employers or industries.
- Resume Writing Assistance – As appropriate, the MWA’s Service Centers will a.) provide profiled UI claimants instructions on the content and format of resumes and cover letters and b.) help claimants develop resumes and cover letters.

Funds allocated to the Workforce Development Board:
\$136,537.00

Name of Agency:

Ottawa County Michigan Works!

Reemployment Services provided:

- Orientation to services and programs at the Michigan Works! Service Centers;
- Resume review/refresh on Michigan Talent Bank;
- Job Search techniques, including using MTB;
- Application writing techniques;
- Succeeding On The Job;
- Developing an Individual Service Strategy for reemployment to determine individual need for services/referral to other agencies;
- Referral to the Career Portal, the Career Skills Assessment workshop, or other workshops such as Internet Job Searching and Personal Profile;
- WorkKeys™ assessments, other approved assessments, and/or remediation options
 - Services will be delivered in workshops at a minimum of once weekly at the Holland Service Center
 - Steps to Success workshop is two (2) hours in length, plus attendees will have a follow-up session with the career assessment specialist for a total of three hours of participation.

Funds allocated to the Workforce Development Board:

\$25,071.00

Name of Agency:

Michigan Works! Region 7B Employment and Training Consortium

Reemployment Services provided:

- Orientation sessions will be conducted every other week by the MWA's Wagner-Peyser and Workforce Investment Act (WIA) Dislocated Worker Program contractors. Participants will receive information regarding the program, UI eligibility and other services that are available such as WIA, Veteran and Rehabilitation programs. The orientation will be approximately one hour.
- Upon completion of orientation, participants will be referred to the assessment phase for preparation of a customized Individual Service Strategy (ISS), which will outline the services to be delivered. The assessment will be conducted by ESA.
- The services will be customized to meet the individual needs of participants. It is expected that the majority of participants will attend the Job Search Workshops. This activity will cover resume/cover letter writing, interviewing skills, budgeting, completion of employment applications and job search techniques. The orientations and workshops will be delivered every other week and last an average of six hours.
- The topics of the interviewing skills workshops may include practice questions, mock interviews, how to identify transferable skills, videotaping and analysis of practice interview; and appropriate attire.
- Assistance with one-on-one resume assistance will be provided to ensure that complete and accurate contact information is included. Criteria for an acceptable resume includes: 1) There are no spelling or grammatical errors; 2) The objective employment statement is appropriate to the employment being sought; 3) There are no references to age, marital status, children or disabilities included; 4) That the educational background is complete and accurate and includes degrees, and professional certifications received, as well as additional training, skills or foreign language skills; and 5) The work history focuses on positive past accomplishments, using positive action words of accomplishments.

Funds allocated to the Workforce Development Board:

\$22,540.00

Name of Agency:

Saginaw-Midland-Bay Michigan Works!

Reemployment Services provided:

Job Search Workshop: The MWA will conduct seminars designed to provide participants with knowledge that will enable them to find jobs. Subjects are not limited to, but should include: labor market information, application completion, resume writing, interviewing techniques, and job lead identification.

Resume Writing Assistance: The MWA will provide instructions to job seekers on the content and format of resumes and cover letters. The MWA will also assist job seekers in developing resumes and cover letters.

Other services provided may include:

Job Development: The MWA will contact by telephone or in person, a specific public or private employer. The MWA will attempt to solicit a job interview for a specific job for a specific applicant for whom there is no suitable job listing in Michigan's Talent Bank.

Job Search Planning: The MWA will develop a plan for an applicant that includes the necessary steps and timetables to achieve employment.

Employment Testing: The MWA will only use BWP endorsed tests for this purpose. The endorsed instruments are Work Keys, Tests of Adult Basic Education (TABE), Wonderlic Personnel Test (WPT), the Employee Reliability Inventory (ERI), Work Keys Assessments, O*NET Ability Profiler, O*NET Interest Profiler, the O*NET Work Importance Locator, and the O*NET Work Importance Profiler.

Career Guidance: The MWA will provide career guidance that includes information, materials, suggestions or services that are intended to assist the claimant in making occupation or career decisions. Merit staff will provide this service.

Funds allocated to the Workforce Development Board:

\$64,954.00

Name of Agency:

Southeast Michigan Community Alliance (SEMCA)

Reemployment Services provided:

Job Development: Telephone or in person contact with a specific employer to set job interviews for a specific applicant who has not been able to find a suitable position through the Michigan Talent Bank. This activity will last between 40 minutes and 1 ½ hours.

Job Search Planning: SEMCA will use OSMIS to develop a plan for profiled customers in order to assist them in setting steps to employment including timetables for activities. This activity will last 40 minutes to 1 ½ hours.

Job Search Workshops: SEMCA will use job search workshops with duration of 1-3 days to provide participants with the knowledge that will help them find jobs. Subjects will include: labor market information, application completion, resume writing, interviewing techniques, job lead identification and others as needed by the customer.

Job Finding Clubs: If a customer needs a more intensive look at the labor market and structured activities they will be enrolled into job finding clubs for a 1-2 week period. Staff will be available to assist the customer in performing a targeted job search.

Employment Testing Services: If a customer is in need of assessment testing the BWP-endorsed tests will be used. They are limited to: Tests of Adult Basic Education (TABE), Work Keys, Wonderlic Personnel Test (WRT) and the Employee Reliability Inventory (ERI). This activity may last between 1-3 hours.

Career Guidance: SEMCA will provide information, materials, suggestions and/or services that will assist the claimant in making occupation or career decisions (provided by all merit staff). This activity will be provided as needed by the customer.

Resume Writing Assistance: The resume writing assistance component will provide specific instruction to job seekers on the content and format of resumes and cover letters. ES staff will also be able to assist the job seeker in developing an appropriate resume and cover letter to increase the probability for getting hired. This will be provided in a small group format lasting 2-3 hours.

Funds allocated to the Workforce Development Board:
\$124,496.00

Name of Agency:

South Central Michigan Works!

Reemployment Services provided:

Job Search Planning will include the necessary steps and timetables to achieve employment for each claimant. An Individual Service Strategy (ISS) will be submitted through the One Stop Management Information System to document the reemployment plan.

Job Search Workshop: Each claimant will be expected to attend a two hour Job Search Workshop instructed by a staff member that will consist of: application completion, cover letter writing, resume writing, thank you letter writing, interviewing techniques, labor market information, and job lead identification. The interviewing skills component of the workshop will include question and answer techniques, transferable skills information, and appropriate interview attire information. Videotaped/practice interviews upon are offered and provided upon request. The curriculum for the workshop is based on the Job Hunting Handbook (Dahlstrom & Co.). These activities will occur a minimum of one time per week. The estimated number of participants for the 05-06 year is 300.

Labor Market Information and Resume Writing Assistance: Labor Market Information and Resume Writing Assistance will be available at all times to all participants.

One-on-one resume assistance will be provided to all workshop participants. All final claimant resumes will be entered into the Michigan Talent Bank at the end of the one-on-one resume assistance session.

Funds allocated to the Workforce Development Board:

\$42,804.00

Name of Agency:

Michigan Works! The Job Force Board

Reemployment Services provided:

- **Job Development:** A job development contact is a contact made by telephone or in person with a specific public or private employer. It is an attempt to solicit a job interview for a specific job for a specific applicant for whom there is no suitable job listing in Michigan's Talent Bank.
- **Job Search Planning:** A plan developed for an applicant that includes the necessary steps and timetables to achieve employment.
- **Job Search Workshop:** Short seminars designed to provide participants with knowledge that will enable them to find jobs. Subjects include: Ready for Work, Computer Basics, Computer Lab, Resumes and the Talent Bank, Labor Trends, Job Search/Networking and Entrepreneurism. The workshops have a minimum of 6 hours of active classroom time.
- **Employment Testing:** The list of possible testing instruments includes: Work Keys, Tests of Adult Basic Education (TABE), Wonderlic Personnel Test (WPT), the Employee Reliability Inventory (ERI), Work Keys Assessments.
- **Career Guidance:** The provision of information, materials, suggestions or services that are intended to assist the claimant in making occupation or career decisions.
- **Resume Writing Assistance:** Provide instructions to job seekers on the content and format of resumes and cover letters. Assist job seekers to develop resumes and cover letters.

Funds allocated to the Workforce Development Board:

\$21,161.00

Name of Agency:

Thumb Area Michigan Works! Agency

Reemployment Services provided:

Reemployment Services Planned: Planned reemployment services will be: Job Development, Resume Assistance/Preparation, Career Guidance and Testing. The components of each planned service include but are not limited to the following:

Job Development

Regular Employer Contacts, Job Interview Scheduling, Pre-Interview Business Research

Resume Assistance/Preparation

Personalized, customized career/job development planning, Analysis of skills/work history, Review of formal/informal education and training, Resume critique and updating, Specific critique topics may include the following:

- Complete and accurate contact information
- No spelling or grammatical errors
- Contains a statement of the employment objective that is appropriate to the employment being sought
- No references to age, marital status, children, or disabilities
- Complete and accurate information about educational background, including degrees, professional certifications, etc.
- Includes a work history that focuses positively on past accomplishments
- Includes any additional training, computer skills, or foreign languages skills
- Uses positive, action words to describe past accomplishments

Career Guidance

Provision of career exploration materials, review of local and out-of-state job opportunities, cooperative search for additional career guidance information, referral to complimentary career guidance resources

Testing

Provision of TABE Locator Testing, basic analysis of testing results, review of additional testing opportunities, referral to appropriate Work Keys testing agents

Funds allocated to the Workforce Development Board:

\$37,223.000

Name of Agency:

Washtenaw County Michigan Works!

Reemployment Services provided:

A one-day, seven-hour workshop will be provided to targeted UI Claimants. The workshop is called “The Job Search Workshop – A Job, A Better Job, A Career” and will include the following components:

- Self-assessment
- Employer Research
- Transferable Skills
- Interviewing
- Resume writing
- Cover Letters
- Thank you letters
- Job Development, Job Search Planning and Career Guidance may also be provided.
- Testing: The TABE (Test of Adult Basic Education) will be administered to no less than 21 eligible UI Claimants that participate in the workshop.

Funds allocated to the Workforce Development Board:

\$23,308.00

Name of Agency:

West Central Michigan Works!

Reemployment Services provided:

Job Search Workshop

The Job Search Workshop will provide instruction in areas including: Interview skills, Methods of locating jobs for which the applicant may apply, Appropriate demeanor, Appropriate attitude, Dress for Success. Job Search workshops will be provided in a one-day session and are planned to provide a minimum of three (3) hours of instruction. The interviewing skills component of the workshop will include items such as; practice questions, mock interviews, how to identify transferable skills, team practice sessions, recording and analysis of practice interviews. Other activities may also be included

Career Guidance

Career Guidance will be provided, using resources such as, the Career Portal, O-Net or other systems to assist workers in determining a choice of career area or areas. These systems are available at every Michigan Works! West Central computer and the services are available to customers along with necessary staff assistance.

Resume Writing Assistance

Resume Writing Assistance will be provided to all UI Profiling customers. The technicalities of creating a resume, perfecting a resume, and targeting a resume to a specific employer as well as designing a well-representative cover letter, thank you letters and more will all be presented by staff. Resume paper and envelopes will be provided to the customer as needed.

Funds allocated to the Workforce Development Board:

\$23,067.00

Name of Agency:

Western U.P. Michigan Works!

Reemployment Services provided:

Job Search/Resume Workshop

Provided on a monthly basis at all five of the One Stop Centers serving the Western U.P. These six-hour Workshops, cover the following topics:

- Viewing and discussing two videos: “Getting to Know What an Employer Wants” and “First Impressions”.
- Designing a Resume
- Effective Job Search Techniques and use of the Talent Bank
- Interviewing Checklist: Appearance, Body Language, Responsiveness, Attitude, Application/Resume, Closing the Interview
- Placing resume on Talent Bank or revising existing Talent Bank Resume. Insuring consistency with resume requirements listed in 2. Below.

One-on-One Resume Assistance

Depending on the needs of the U.I. Claimant, one-on-one resume assistance may take 15 minutes to 2 hours. We will insure that resumes:

- Are complete and accurate
- Contain no spelling/grammatical errors
- Contains realistic employment objective
- Contain no references to age, marital status, children, disabilities
- Include complete/accurate information about education background, including degrees, certifications, etc.
- Include positive work history
- Include additional training/skills
- Use positive words
- Use of Michigan Talent Bank

Referral to Workforce Investment Act

The Workforce Investment Act (WIA) provides another resource for U.I. claimants to receive training services that can lead to employment. U.I. claimants will be informed of this opportunity for classroom skill training and on-the-job training.

Funds allocated to the Workforce Development Board:

\$9,376.00

IX. CONCLUSIONS

Michigan's economy is being heavily impacted by recent job losses in the manufacturing industry. Manufacturing continues to be a serious area of concern for the state and for southeast Michigan in particular. According to the Michigan Department of Labor and Economic Growth, Bureau of Labor Market Information and Strategic Initiatives, Michigan's average quarterly jobless rates have been stable at around 6.5 percent for each of the last four quarters. During the fourth quarter, Michigan's seasonally adjusted unemployment rate rose by four-tenths of a percentage point in April to 7.2 percent from March's 6.8 percent. Since January, over 50,000 individuals have entered the state's labor force in search of employment. While there has been some job growth during this period, it has not been enough to offset the increase in those seeking jobs.

In May Michigan saw its first drop in the state unemployment rate since the start of the year. Unemployment fell 1.2 percentage points from April to May. The unemployment rate dropped primarily because the labor force shrank compared to prior months. The state's workforce lost approximately 66,000 people between April and May. This translated into a loss of 4,000 employed persons, with the biggest losses in the leisure and hospitality services and public sectors. Given these numbers, it does not appear that more Michigan residents are getting jobs, but that the state is losing its workforce to other states.

In June Michigan's jobless rate decreased by four-tenths of a percentage point from the state's June 2005 rate of 6.7 percent. In the same period, the national jobless rate decreased by four-tenths of a percentage point as well. After some significant monthly movements in the jobless rate in the first half of 2006, the May to June change in the unemployment rate was relatively minor.

Economist report that the automotive sector in Michigan needs to stabilize before the state can shake off the economic doldrums that have dogged it in recent years. Buyouts and layoffs that are part of major restructurings at big automotive companies such as General Motors, Ford Motor Co. and Delphi Corporation have created a sense of gloom in Michigan.

The RSI has been instrumental in increasing MWAs' capacity to provide reemployment services for UI claimants. The MWA staff did a great job in implementing the RSI, and thousands of UI claimants benefited, in particular the 50 success stories highlight the program's effectiveness. The RSI programs were effectively and efficiently operated by all of the MWAs.

Table 8 indicates that there has been a significant increase in job search activities, retained employment, and entered employment for UI claimants since the RSI began in PY 2002. In PY 2002, Michigan recorded a total of 13,550 job search activities, which represented a 25 percent increase in job search activities and a 44 percent increase in entered employment activities for UI claimant over PY 2001 results. By PY 2005, Michigan reported 197,711 job search activities, an increase of 1,352%, and 62,255 entered employment for UI claimants, an increase of 4,398% over PY 2002 results. Data available on UI claimants during the PY2002 –2005 for the entered employment rates show overall increases, resulting in a 15% increase from the PY 2002 level.

Although some of these improvements in the MWAs performance are attributable to better reporting practices, increased availability of training in the use of the OSMIS database, and database enhancements, much of the improvement is also attributable to the RSI.

The 50 RSI success stories that were submitted to the BWP by participating MWAs are a clear reflection of the impact reemployment services made on the lives and economic status of Michigan job seekers. Salary rates for UI claimants hired for new positions ranged from \$9.00 to \$28.50 per hour. Twenty UI claimants took specialized schooling or training for an average time of six months to a year to make a change to a genuine career with a higher salary.

Overall, the RSI was successful because all 25 MWAs participated by submitting an RSI plan and all achieved its stated goals for PY 2005. Collectively the MWAs increased resume assistance by 37.6 percent and increased the number of job search workshops by 42.5 percent.

Attachment A

Reemployment Services Initiative Reference Tables

**Table 1: Comparison of PY 04–PY05 Staff Assisted Services
from the ETA 9002 Report**

Table 1: Comparison of PY 04–PY05 Staff Assisted Services from the ETA 9002 Report			
Michigan Works! Agency	PY 2004 Totals for Staff-Assisted Services	PY 2005 Totals for Staff- Assisted Services	Percent (%) Increase or Decrease
ASCET	N/A	12,043	N/A
Berrien-Cass-Van	3,752	4,741	+26.4%
Calhoun ISD	2,189	4,700	+114.7%
Capital Area	6,282	7,815	+24.4%
Career Alliance	7,136	11,054	+54.9%
Central Area (CAPC)	2,231	4,982	+123.3%
City of Detroit	11,370	18,409	+61.9%
Eastern UP	150	280	+86.6%
Job Force	1,240	1,644	32.6%
Kalamazoo	N/A	4,473	N/A
Livingston	1,847	5,015	+171.5%
Macomb-St. Clair	14,951	20,901	+39.8%
Muskegon/Oceana	3,653	4,452	+21.9%
Northeast	2,310	4,459	+93.0%
Northwest	3,761	6,889	+83.2
Oakland	10,817	20,779	+92.1%
Ottawa	2,413	3,639	+50.6%
Region 7B	2,540	4,437	+74.7%
Saginaw-Midland	N/A	6,783	N/A
SEMCA	27,163	30,881	+13.7%
South Central	5,844	5,626	-3.9%
Thumb Area	6,201	6,936	+11.9%
Washtenaw	2,408	2,231	-7.4%
West Central	2,174	3,460	+59.2%
Western UP	1,999	2,109	+5.5%
TOTALS	122,431	198,738	
AVERAGE			+62.3%

Table 2: Total Job Search Activities for PY 2004 and PY 2005 from the ETA 9002 Report

Table 2: Total Job Search Activities for PY 2004 and PY 2005 from the ETA 9002 Report

MWA Name	Total Job Search Activities for PY 2004	Total Job Search Activities for PY 2005	Percent Increase
ACSET	N/A	12032	N/A
Berrien-Cass-Van Buren	3,752	4733	+26.1%
Calhoun	2,189	4671	+113.4%
Capital Area	6,282	7802	+24.1%
Career Alliance	7,136	11020	+54.4%
Central Area (CAPC)	2,231	4012	+79.8%
City of Detroit	11,370	18064	+58.9%
Eastern UP	150	257	+71.3%
Job Force/Six County	1,240	1631	+31.5%
Kalamazoo-St. Joseph	N/A	4333	N/A
Livingston	1,847	5012	+171.4%
Macomb-St. Clair	14,951	20858	+39.5%
Muskegon/Oceana	3,653	4431	+21.3%
Northeast	2,310	4447	+92.5%
Northwest	3,761	6875	+82.8%
Oakland	10,817	20734	+91.7%
Ottawa	2,413	3625	+50.2%
Region 7B	2,540	4424	+74.2%
Saginaw-Midland-Bay	N/A	6773	N/A
SEMCA	27,163	30,854	+13.6%
South Central	5,844	5,619	-3.9%
Thumb Area	6,201	6,734	+15.2%
Washtenaw	2,408	2,211	-8.2%
West Central	2,174	3,451	+58.7%
Western UP	1,999	2,108	+5.5%
TOTAL	122,431	196,711	
AVERAGE			+60.7%

Table 3: Eligible Claimant Job Search Activities

Outcome Data from ETA 9002 Report of Eligible UI Claimants for Job Search Activities						
Michigan Works! Agencies						
	GOAL	First Quarter	Second Quarter	Third Quarter	Fourth Quarter	% of PY 2005 Goal
ASCET	3,450	8,855	11,929	12,350	12,032	348.8%
Berrien-Cass-Van Buren	3,492	4,111	4,790	4,869	4,733	135.5%
Calhoun	1,794	2,795	3,832	4,305	4,671	260.4%
Capital Area	4,954	7,213	8,040	8,018	7,802	157.5%
Career Alliance	4,731	9,333	10,436	10,722	11,020	232.9%
Central Area	1,727	3,056	3,964	3,955	4,012	232.3%
City of Detroit	8,577	13,981	17,576	18,137	18,064	210.6%
Eastern UP	140	142	241	249	257	183.6%
Job Force	882	1,466	1,591	1,723	1,631	184.9%
Kalamazoo	2,642	3,978	4,567	4,391	4,333	164.0%
Livingston	1,108	2,883	4,037	4,676	5,012	452.4%
Macomb-St. Clair	11,193	17,970	19,611	20,313	20,858	186.4%
Muskegon/Oceana	2,899	4,093	4,774	4,473	4,431	152.9%
Northeast	1,816	2,743	4,271	4,469	4,447	244.9%
Northwest	2,589	4,731	6,900	7,019	6,875	265.5%
Oakland	7,319	14,334	18,732	19,805	20,734	283.3%
Ottawa	1,738	2,814	3,680	3,629	3,625	208.6%
Region 7B	2,022	3,002	4,283	4,394	4,424	218.0%
Saginaw-Midland	3,352	5,893	7,383	7,045	6,773	200.9%
SEMCA	26,395	28,871	29,233	30,037	30,854	116.9%
South Central	6,614	5,395	5,446	5,520	5,619	84.9%
Thumb Area	5,212	6,686	6,823	6,543	6,734	129.2%
Washtenaw	1,636	2,548	2,360	2,303	2,211	135.2%
West Central	1,500	2,694	3,814	3,593	3,451	230.1%
Western UP	2,182	2,005	2,132	2,144	2,108	96.6%
TOTAL	109,964	161,592	190,445	194,682	196,711	
AVERAGE						204.7%

**Table 4: PY 2004 and PY 2005 Results
for Resume Assistance and Job Search Workshops**

MWA Name	PY 2004 Resume Assistance Totals	Planned YTD Resume Assistance	Actual YTD Resume Assistance	Percent (%) Increase Or Decrease	PY 2004 Job Search Workshop Totals	Planned YTD Job Search Workshop	Actual YTD Job Search Workshop	Percent (%) Increase Or Decrease
ACSET	3,588	4,000	6,543	+82.3%	1,144	2,000	3,606	+215.2%
Berrien-Cass- Van Buren	1,677	1,000	4,256	+153.8%	63	128	38	-39.7%
Calhoun ISD	1,841	713	1,284	-30.3%	442	0	1,389	+214.3%
Capital Area	2,072	1,900	3,057	+47.5%	786	500	1,429	+81.8%
Career Alliance	12,923	15,700	12,720	-1.6%	374	350	508	+35.8%
Central Area	1,066	1,789	2,439	+128.8	549	232	649	+18.2%
City Of Detroit	7,469	14,000	14,451	+93.5%	627	720	1,556	+148.2%
Eastern U.P.	213	190	268	+25.8%	0	0	9	+100%
Kalamazoo-St. Joseph	1,603	1,200	1,820	+13.5%	830	900	1,157	+39.4%
Livingston County	1,834	1,100	5,302	+189.1%	32	100	8	-75.0%
Macomb-St. Clair	15,108	10,000	32,308	+113.8%	5,319	4,000	4,858	-8.7%
Muskegon- Oceana	2,918	2,813	3,801	+30.3%	509	277	143	-81.9%
Northeast	989	400	739	-24.3%	542	50	452	-16.6%
Northwest	1,092	1,000	713	-34.7%	190	100	496	+161.1%
Oakland County	1,616	14,780	22,681	+1,303.5%	435	368	617	+41.8%
Ottawa County	1,233	960	1,449	+17.5%	1,529	1,200	2071	+35.4%
Region 7b	1,022	1,700	1,533	+50.0%	18	80	110	+511.1%
Saginaw- Midland-Bay	3,182	3,017	4,373	+37.4%	104	108	273	+162.5%
SEMCA	23,711	18,400	20,853	-12.1%	1,817	1,000	2,813	+54.8%
Job Force-Six County	871	400	280	-67.9%	246	200	166	-32.5%
South Central	11,191	12,200	12,175	+8.8%	438	495	595	+35.8%
Thumb Area	1525	400	2,389	+56.7%	121	160	79	-34.7%
Washtenaw	4,845	2,000	7,733	+59.6%	197	500	305	+54.8
West Central	151	75	343	+127.2%	71	70	88	+23.9%
Western U.P.	3,337	1,600	3,134	-6.1%	58	50	8	-86.2%
TOTALS	121,077	111,337	166,644		16,441	13,588	23,423	
AVERAGE				+37.6%				+42.5%

Table 5

Eligible UI Claimants Entered Employment Data from ETA 9002 Report

Michigan Works! Agency	10/03-9/04	1/04-1/05	4/04-03/05	7/04-07/05	Projected Entered Employment Rate
ASCET	382	316	1790	3,388	68%
Berrien-Cass-Van Buren	1,664	1,533	1,411	1,574	57%
Calhoun	536	563	910	1,090	65%
Capital Area	2113	2,020	2,566	3,065	63%
Career Alliance	373	905	2,198	3,478	62%
Central Area	321	370	719	987	63%
City of Detroit	7,693	3,354	5,036	6587	57%
Eastern UP	79	68	83	79	61%
Job Force	920	170	311	498	63%
Kalamazoo	965	1,132	1,393	1,561	61%
Livingston	179	169	404	665	63%
Macomb-St. Clair	1,551	2,819	5,259	7,385	64%
Muskegon/Oceana	664	743	1,445	1,861	69%
Northeast	111	137	619	890	65%
Northwest	308	249	1,017	1,,593	67%
Oakland	1,848	1,672	3,681	5,379	62%
Ottawa	345	365	910	1,303	69%
Region 7B	254	315	759	1044	63%
Saginaw-Midland	390	513	1,414	2,127	65%
SEMCA	6,906	8,060	9,736	10,478	61%
South Central	3,314	3,097	2,704	2,461	61%
Thumb Area	535	957	1,682	2,196	64%
Washtenaw	360	453	800	1,084	59%
West Central	93	89	585	895	68%
Western UP	630	578	598	587	55%
TOTALS	32,534	30,647	48,030	62,255	
AVERAGE					66.2%

Table 6

Eligible UI Claimants Retained Employment Data from ETA 9002 Report

Michigan Works! Agency	10/03-9/04	1/04-1/05	4/04-03/05	7/04-07/05	Projected Retained Employment Rate
ASCET	303	336	329	274	87%
Berrien-Cass-Van Buren	1,369	1,601	1,315	1,217	80%
Calhoun	324	426	451	474	84%
Capital Area	1,261	1,703	1,773	1717	86%
Career Alliance	303	355	312	738	82%
Central Area	225	265	261	307	83%
City of Detroit	7,045	3,102	2,773	2,650	80%
Eastern UP	44	60	64	53	78%
Job Force	644	121	125	140	83%
Kalamazoo	460	636	812	949	84%
Livingston	180	203	148	134	80%
Macomb-St. Clair	759	1,044	1,310	2,442	87%
Muskegon/Oceana	574	616	553	614	83%
Northeast	55	86	93	116	85%
Northwest	314	324	263	208	84%
Oakland	1,825	2,046	1,592	1,431	86%
Ottawa	257	291	300	313	86%
Region 7B	130	174	173	233	74%
Saginaw	148	231	321	436	85%
SEMCA	3,235	4,779	5,758	6,749	84%
South Central	2,061	2,692	2,679	2,513	82%
Thumb Area	360	435	429	795	83%
Washtenaw	206	257	309	390	86%
West Central	64	87	76	72	82%
Western UP	387	497	490	440	77%
TOTAL	22,533	22,367	22,709	25,405	
AVERAGE					82.8%

**Table 7
Success Stories: Comparison of Jobs and Salaries**

MWA	UI Claimant	Length of Unemployment	Other One-Stop Services	Previous Occupation/Title	Previous Salary	Start Date of New Employment	Current Occupation/Title	Current Salary	% Change
Calhoun	Lynzie Carter	2 months	Labor market information, interviewing skills, resume assistance, career assessment, job search planning, job development	Server	\$5.15/hr.	10/12/05	Research Associate	\$11.33/hr.	120%
Calhoun	Dale Max	20 months	Resume writing assistance, job search assistance, labor market information, service center resource room, Workforce Investment Act (WIA) Adult Education.	Fixture Repairman	\$13.00/hr.	12/12/05	Electrician	\$28.50/hr.	119%
Livingston	Shawn Sembach	5 months	Michigan Talent Bank (MTB) job search, service center resource rooms.	Copier repair tech	\$14.14/hr \$38,000	10/12/05	Truck Driver	\$75,000	97%
Calhoun	Carri Doty	5 months	Trade Adjustment Act training assistance, job search workshop, career assessments, labor market information	Team Captain	\$8.10/hr.	1/2006	Truck Driver	\$250 per run \$15.62/hr.	93%
SEMCA	Darlene Weisbecker	9 months	Individual service strategy, resume assistance, job search workshop Workforce Investment Act (WIA) dislocated worker assistance	Shipping Clerk	\$14.75/hr.	5/16/06	Warehouse worker	\$23.75/hr	61%

MWA	UI Claimant	Length of Unemployment	Other One-Stop Services	Previous Occupation/Title	Previous Salary	Start Date of New Employment	Current Occupation/Title	Current Salary	% Change
Oakland	Robin Dunlop	15 months	Resume assistance, job search workshop, job search planning, case management assistance, WIA assistance, assessment testing.	Office Worker	\$8.00/hr	9/06	Medical Assistant	\$12.50/hr.	56%
Eastern U.P.	Phillip Sibbald	Approx. 7 months	Referral to Veterans' services, resume assistance, labor market information	Maintenance Laborer	\$10.00/hr.	6/12/06	Labor WG-3503	\$15.09/hr	51%
Eastern U.P.	John Cunningham	3 months	MTB, labor market information, resume assistance, job search assistance, Work First Program, Referral to veterans' services	Machine Operator	\$10.00/hr.	1/31/06	Heavy Equipment Operator	\$15.00/hr.	50%
Northwest MI Council of Governments	Jennifer Taylor	10 months	WIA training assistance, Temporary Assistance for Needy Families (TANF), Work First program, labor market information, referral to Regional Skills Alliance	Housekeeper	\$8.00/hr.	12/28/05	CENA	\$12.00/hr.	50%
Oakland	Kimberly Gibbs	Approx. 6 mos.	Resume assistance, labor market information, job search workshop, resource rooms, and career guidance.	Attorney Counselor	\$40,000 yr.	5/1/06	V.P. & General Counselor	\$60,000/yr.	50%
Ottawa	Sandra Shuck	8 months	Resume writing, job search workshops, career assessments,	Production Laborer	\$11.99/hr.	5/2006	Production Laborer	\$6.15/hr.	49%
SEMCA	Jennifer Wiley	3 months	Referral to WIA Dislocated Worker, job search planning, Individual Service	Administrative Assistant	\$12.00/hr. \$265	12/7/05	Receptionist	\$380	43%

MWA	UI Claimant	Length of Unemployment	Other One-Stop Services	Previous Occupation/Title	Previous Salary	Start Date of New Employment	Current Occupation/Title	Current Salary	% Change
			Strategy, job search workshop, resume assistance, case management, job development, labor market information						
Capital Area	LaToya Brown	Approx. 2 months	WIA job retraining, resume assistance, job search workshop, mock interview taping.	Quality Control Inspector	\$7.50/hr.	10/3/05	Clerk/Customer Service Representative	\$10.53/hr.	40%
Thumb Area	Nadine Brandt	Approx. 7 months	Job search planning, career guidance, WIA training assistance and other supportive services	Plastics laborer	\$7.20/hr.	11/9/05	CENA	\$10.00/hr.	39%
Central Area	Annette Raab	6.5 months	Labor market information, resume assistance, job search planning, job search workshop, job search assistance, resource rooms	Packer	\$10.17/hr.	1/9/06	Press Operator	\$13.00/hr.	28%
West Central	Jeff Taylor	8 months	Job search planning, resume assistance, Referral to WIA for educational and training assistance	Level B Operator	\$11.80/hr.	3/31/06	Truck Driver	\$15.00/hr.	27%
ACSET	Greg MacDonald	2 months	Resume assistance, job search workshop, interview skills.	Gluing Machine Operator	\$10.00/hr.	10/7/2005	Stretcher Machine Operator	\$12.52/hr.	25%
Washtenaw	Derrick George	Approx. 4 months	Job search workshop, interviewing skills, resume assistance, career guidance	Collections Representative	\$18.00/hr.	5/06	Manager of Billing and Collections	\$22.50/hr.	25%
Berrien	Jody Liggett	10 months	Rapid Response, TAA for education and training	Court Clerk	\$10.75/hr.	10/2005	Customer Service Specialist	\$12.50/hr.	22%

MWA	UI Claimant	Length of Unemployment	Other One-Stop Services	Previous Occupation/Title	Previous Salary	Start Date of New Employment	Current Occupation/Title	Current Salary	% Change
			assistance, resume assistance, labor market information, job search workshop, job search assistance						
South Central Michigan	Karen Jackson	Approx. 5 months	Resume assistance, individual job search planning, job search workshops, interview skills	Machine Operator	\$9.50/hr	2/15/06	CENA	\$11.55/hr.	22 %
Eastern U.P.	Joe Bourque	Approx. 2 months	Labor market information, job search assistance, job search planning, resource rooms.	Laborer/Operator/Part Business Owner	\$10.00/hr.	6/5/06	Mason/Laborer	\$12.00/hr.	20%
Region 7B	Cindy Malmo	2 years, 7 months	Career guidance, job search assistance, career assessment assistance, WIA classroom training assistance	Office Manager	\$10.00/hr.	8/1/06	Office Manager	\$12.00/hr.	20%
Northwest Michigan Council of Governments	Jeff Cannon	Approx. 2 months	Job search assistance, resume assistance, job search workshops	Construction	\$11.00/hr	OJT 11/24/04	HVAC Installer	\$13.00/hr.	18%
Kalamazoo	Maureen Gallagher	5 months	Job search planning, resource rooms, WIA computer training, job search assistance	Supervisor	\$15.38/hr.	1/3/06	Social Worker	\$17.79/hr.	16%
Capital Area	Elena Morse	5 months	Resume assistance interview skills, WIA job training at Career Quest Learning Center, job search assistance	Foreman's helper	\$11.00/hr.	3/6/05	Office Assistant	\$12.50/hr.	14%
Berrien	Bruce Huss	3 months	Referral to WIA services, job search workshop, resume assistance,	Independent Maintenance Contractor	\$16.25/hr.	3/06/06	Team Leader/Maintenance Mechanic	\$18.21/hr.	12%

MWA	UI Claimant	Length of Unemployment	Other One-Stop Services	Previous Occupation/Title	Previous Salary	Start Date of New Employment	Current Occupation/Title	Current Salary	% Change
			interviewing skills, job search assistance						
			Job search assistance, resource rooms, career guidance, resume assistance, job development	Pipe fitter /Electrician's Helper	\$18.00/hour (\$37,440)	5/16/06	OTR Trucking	\$42,000	12%
Livingston	Juan Huizar	Approx. 3 mos.		Landscaping, Advanced carpentry skills, AmeriCorps national services volunteer	\$7.50/hr.	3/06	Landscaper	\$8.00/hr.	7%
Career Alliance	Mark Morales	4 months	Career assessment testing, resume assistance, job search planning						
			Job search planning, resume assistance, labor market information, job development	Accounting clerk	\$11.26/hr.	5/8/06	Accounting Clerk	\$12.00/hr.	7%
Kalamazoo	Gunnar Knoff	14 months							
			Resume assistance, interviewing skills, job search workshop, labor market information	Office Manager	\$12.50/hr.	4/4/2006	Administrator	\$12.00/hr. + comm.	4%
ACSET	Maureen Rhowmine	1 month							
			Job search workshop, resumes assistance, WIA computer skills workshops, interviewing skills workshop	Warehouse laborer	\$10.67/hr.	3/13/06	Machine Operator	\$11.00/hr. plus shift premium	4%
Capital Area	Dean Feldpausch	4 months							
			Job search assistance, resume assistance, labor market information, interviewing skills	Cashier	\$6.00/hr.	5/24/06	Cashier	\$6.25/hr.	4%
Northeast MI Consortium	Katherine Kozak	6 weeks							
			Resume assistance, job search planning, interviewing skills,	Certified Phlebotomist	\$8.75/hr.	11/28/05	Certified Phlebotomist	\$9.00/hr.	3%
Northeast MI Consortium	Cari Donovan	5 months							

MWA	UI Claimant	Length of Unemployment	Other One-Stop Services	Previous Occupation/Title	Previous Salary	Start Date of New Employment	Current Occupation/Title	Current Salary	% Change
Western U.P.	Kevin Parsons	Approx. 2 months	resource rooms Job search planning, TAA job retraining	Lumber Grader	\$13.25/hr.	5/06	Truck Driver	\$13.00/hr.	-2%
Western U.P.	Robert Armstrong	1 month	Labor market information, job search assistance, resume assistance	Waste Management	\$13.79/hr.	11/20/05	Welder	\$13.25/hr.	-4%
West Central	Nick Renne	4 months	WIA dislocated worker training, assessment testing, individual service strategy, resume assistance, job search assistance	Aircraft Maintenance Technician	\$19.00/hr.	4/10/06	OJT Production Technician	\$17.70/hr.	-7%
Northeast Michigan Consortium	Michael Woloszyk	Approx. 6 mos.	Referral to WIA services, job search assistance, resource rooms, resume assistance, interviewing skills	Vashco Lawn Care	\$10/hr.	5/06	Gas wells and lines construction	\$9.00/hr.	-10%
Saginaw	Larissa Woodard	2 months	Resume assistance, job search assistance, interview skills, career guidance, job search planning	Payroll Billing Clerk	\$10.00/hr.	9/06	Receptionist	\$9.00/hr.	-10%
South Central Michigan	Valerie Clark	3 months	Resume writing and job search planning workshop, WIA on-the-job training	Chemical Laboratory Technician	\$15.20/hr.	6/20/05	WIA job with OJT training contract: Sandblasting Lab Technician	\$13.71/hr.	-10%
Macomb/St. Clair	Joseph Wojtkiewicz	Approx. 2 mos.	Resume assistance, job search assistance, job search workshops, interviewing skills	Mold Builder/Repair Technician 2	\$21.50/hr.	11/7/05	Mold Builder/Repair Technician	\$19.00/hr.	-12%
Job Force/6 County	Thomas Miksa	16 months	TAA assistance, job search assistance, job referrals	Machine Operator	\$12.25/hr.	7/7/05	Truck Driver	\$10.00/hr.	-18%
Career Alliance	Jason Dombay	2 years, 3 months	Resume assistance, job search planning, job search	CNC Machine Operator	\$13.76/hr.	8/06	Corrugator Operator	\$10.95/hr.	-20%

MWA	UI Claimant	Length of Unemployment	Other One-Stop Services	Previous Occupation/Title	Previous Salary	Start Date of New Employment	Current Occupation/Title	Current Salary	% Change
			workshops, career assessment testing, TAA training assistance						
Central Area	Connie Depue	4 months	Resume assistance, interviewing skills, job search workshop, referral to WIA for on-the-job training	Office Assistant	\$11.50/hr.	10/05	Administrative Assistant	\$9.00/hr.	-22%
West Central	Norma Kilgore	Approx. 6 months	Job search workshop, resume assistance, job search assistance, interviewing skills	Nutrition Services Supervisor	\$14.72/hr.	1/5/06	Patient Access Assistant	\$10.07/hr.	-32%
Job Force/6 County	Corrine Refruschinni	2 years, 4 months	Job search workshop, resume assistance, job search assistance	Medical Records keeper	\$10.89/hr.	10/27/05	Program Support Assistant	\$7.00/hr.	-36%
Saginaw	Joseph Dobis	3 months	Resume assistance, job search assistance, interview skills, WIA information	Sheet metal worker	\$21.75/hr.	3/06	Welder	\$14.00/hr.	-36%
Macomb/St. Clair	Catherine Fitz	6 months	Job search assistance, career guidance, WIA training information	Assistant Branch Manager	\$19.23/hr.	6/1/06	Branch Mgr in Training	\$19.23/hr.	same
Muskegon	Kenneth Mitchell	2/05	Resume assistance, job search assistance, information on WIA training options	Lab Technician	\$12.00/hr.	4/10/06	Lab Technician	\$12.00	same
Ottawa	Diane Van Der Hulst	5 months	Resume writing, interviewing skills practice, job search workshops	Housekeeper	\$9.00/hr.	7/11/05	Production Laborer	\$9.00/hr.	same
South Central Michigan	David Suits	2 months	Resume assistance, job referral	Auto Service Advisor	\$30,000/yr.	5/22/06	Auto Service Advisor	\$30,000/yr.	same

Table 8: Comparison of RSI Results					
from PY 2002 and PY 2005					
	PY 2002	PY 2003	PY 2004	PY 2005	Percent (%) Increase from PY 2002 – PY 2005
Job Search Activities Results	13,550	57,073	122,431	196,711	+910%
Entered Employment Results	1,384	8,063	27,590	62,255	+4,398%
Entered Employment Rate	.54	.53	.57	.62	+15%